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MAXIMUS Physician Profile Operations in New York and New Jersey Achieve Recognition as Centers of Excellence

NEW YORK--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that its New York Physician Profile and New Jersey Health Care Profile operations have been recognized as “Certified Centers of Excellence” by BenchmarkPortal. The New York customer contact center operations also achieved the distinction of being recognized as one of the top 100 small call centers studied by BenchmarkPortal across North America.

The MAXIMUS customer contact centers achieved the Center of Excellence distinction based on best practice metrics drawn from the world’s largest database of objective and quantitative performance data from thousands of contact centers. Performance data collected from the New York and New Jersey Profile contact centers achieved BenchmarkPortal’s objective and quantitative criteria in areas such as operational efficiency, service-level standards, customer satisfaction and employee training.

Both centers operate as state-wide health information systems, designed to provide public access to information about health care providers. Their mission is to improve the quality of health care, reduce medical errors and increase patient safety by providing consumers the right to make informed decisions when selecting a provider. Their online databases publish 100%-verified-accurate public information for all consumers.

“This certification is confirmation of the high-quality customer service that the New York and New Jersey Profile contact centers have been excelling at for more than a decade,” commented Bruce Caswell, President and General Manager of Health Services at MAXIMUS. “These centers have been in direct line with their mission of improving the quality of health care and assisting beneficiaries in making informed physician decisions. Not only have they been providing accurate, reliable information to all consumers, but they have done so in a friendly and helpful manner.”

About MAXIMUS

MAXIMUS is a leading operator of government health and human services programs in the United States, United Kingdom, Canada, Australia and Saudi Arabia. The Company delivers business process solutions to improve the cost effectiveness, efficiency and quality of government-sponsored benefit programs, such as Medicaid, Medicare, Children's Health Insurance Program (CHIP), Health Insurance BC (British Columbia), as well as welfare-to-work and child support enforcement programs across the globe. The Company's primary customer base includes federal, provincial, state, county and municipal governments. Operating under its founding mission of *Helping Government Serve the People*®, MAXIMUS has approximately 8,800 employees worldwide. For more information, visit www.maximus.com.

About BenchmarkPortal

Founded in 1995, BenchmarkPortal is a global leader in the contact center industry providing benchmarking, certification, training, consulting and industry reports. The BenchmarkPortal team of professionals has gained international recognition for its expertise and an innovative approach to best practices for the contact center industry and hosts the world's largest database of contact center metrics. BenchmarkPortal's mission is to help contact centers reach peak performance in operational effectiveness and efficiency so that the centers will realize increased levels of agent and customer loyalty while containing costs and building enterprise value. For more information on BenchmarkPortal please visit www.BenchmarkPortal.com.

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