July 17, 2013

MAXIMUS to Operate District of Columbia's Health Benefit Exchange Contact Center

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that it has signed a new contract with the District of Columbia's (DC) Health Benefit Exchange to operate the DC Health Link Contact Center, which includes call center, fulfillment and command center services. The initial base contract has four consecutive one-year options, for a total contract value of approximately $25 million if these options are all exercised. The contract began on July 11, 2013 and will run through September 30, 2017.

Under the contract, MAXIMUS will operate the DC Health Link Contact Center for both the individual and SHOP marketplaces. DC Health Link is a health insurance marketplace where DC's individuals, families, and small businesses can find affordable and easy-to-understand health insurance and get assistance with purchasing qualified health benefit plans. Consumers will be able to explore health insurance plans, compare rates, and determine their eligibility for tax credits, cost-sharing reductions and public assistance programs. The DC Health Link Contact Center will serve as the primary customer service point-of-contact for all DC residents who use the exchange to select their health coverage options.

"We are pleased to partner with MAXIMUS. This allows us to leverage what they are already doing for other state exchanges and for the federal government. Locating the contact center here means that people who live and work here will have access to experts who also live and work in the District. At least 35 District residents are expected to be hired to serve our community, providing residents and small businesses with timely, accurate answers to their questions and assistance in obtaining high-quality, affordable health insurance," said Mila Kofman, J.D., Executive Director of the DC Health Benefit Exchange Authority.

"Building upon our experience as the enrollment broker for the District of Columbia's Medicaid program and a service provider for the Temporary Assistance for Needy Families (TANF) program, we are pleased to have the opportunity to continue serving DC residents through this new contact center," commented Richard A. Montoni, Chief Executive Officer of MAXIMUS. "The addition of the DC Health Benefit Exchange contract to our growing portfolio of work related to the Affordable Care Act exemplifies our commitment to ensuring consumers have the information and resources to find affordable health insurance coverage. We have now been selected to operate customer contact centers for state-based health insurance marketplaces in Maryland, New York, Connecticut, Vermont, Hawai'i and the District of Columbia, as well as the customer contact operations for the federal marketplace."

MAXIMUS brings unrivaled experience and reliability in helping states administer and operate large-scale government health benefits programs. The Company helps 19 states and DC operate their Medicaid programs. Having managed large-scale program operations on behalf of states, MAXIMUS offers DC a deep understanding of the local community, as

well as the capacity and scalability to support long-term efforts in helping individuals and families secure affordable health insurance through the exchange marketplace.

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 services 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 programs around 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 9,750 employees worldwide. For more information, visit www.maximus.com.

MAXIMUS
Media:
Aris Lazdins, 415-247-1664
lazdins@merrittgrp.com
or
Investors:
Lisa Miles, 703-251-8637
lisamiles@maximus.com

Source: MAXIMUS