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MAXIMUS Contact Center Operations for Indiana's Medicaid Programs Achieve Recognition as a Center of Excellence

INDIANAPOLIS--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that its Indiana Enrollment Broker Services customer contact center has been recognized as a "Certified Center of Excellence" by BenchmarkPortal.

The MAXIMUS customer contact center 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 MAXIMUS contact center achieved BenchmarkPortal's objective and quantitative criteria in areas such as operational efficiency, service-level standards, customer satisfaction and employee training.

The Indiana Enrollment Broker Services customer contact center serves the 800,000 members of the statewide Medicaid managed care programs. MAXIMUS provides education and enrollment services, which include assisting program members with the selection of a health plan that best fits their health needs. In operation since 2007, the contact center serves all Medicaid programs across the state's 92 counties and handles approximately 460,000 calls annually.

"We are dedicated to providing the citizens of Indiana with the health information they need and to help them understand their health plan options. This independent certification confirms that we are upholding our commitment to high-quality and effective customer service," commented Bruce Caswell, President and General Manager of MAXIMUS Health Services.

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.

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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