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MAXIMUS Contact Center Operations in Texas, Georgia and Massachusetts Achieve Recognition as Centers of Excellence

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that four of its customer contact centers have been recognized as “Certified Centers of Excellence” by BenchmarkPortal. The customer contact centers that were recognized provide support for Texas Eligibility Support Services (ESS) and the Texas Enrollment Broker (EB) operations, Georgia Families, Georgia Childcare and Parent Services, and Massachusetts’ MassHealth Health Benefits programs. This is the fifth consecutive year that the Texas operations have received recognition and the fourth time that MassHealth has received it. The Georgia Families customer contact center has received recognition in each of the previous four years and the Georgia Childcare and Parenting Services operation has received recognition in each of the past three years.

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 all four MAXIMUS contact centers achieved BenchmarkPortal’s objective and quantitative criteria in areas such as operational efficiency, service-level standards, customer satisfaction and employee training.

Under contracts with the Texas Health and Human Services Commission (HHSC), the customer contact centers at Texas ESS and the Texas EB operations provide support for many of the state’s programs including Medicaid, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Children’s Health Insurance program (CHIP) and others. The customer contact centers also support the managed care enrollment broker services for the state’s Medicaid population.

The Georgia Families Program facilitates program enrollment for eligible members of Medicaid and PeachCare for Kids, Georgia’s CHIP program. The customer service center is a statewide operation that helps more than 55,000 children from low-income working families and families receiving TANF benefits access child care services. MAXIMUS has operated this project since 2005 under a contract with the Georgia Department of Community Health (DCH).

The MassHealth Member and Provider Customer Service Center (CSC) provides general Medicaid information customer support to members and providers, enrolls Medicaid members and providers into the program, processes provider claims, and provides premium and prior authorization services to members and providers. MAXIMUS has provided services for MassHealth participants since 1998.

“We are very pleased that these customer contact centers have been recertified by BenchmarkPortal as Centers of Excellence,” said Bruce Caswell, President and General Manager of Health Services at MAXIMUS. “Efficient and effective customer contact center operations are an important part of our commitment to deliver high-quality services to our clients and their constituents. This recognition validates the superior level of commitment from our Texas, Georgia and Massachusetts projects.”

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 11,000 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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