March 30, 2017

MAXIMUS Contact Center Operations in Texas Recertified as Centers of Excellence

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that two of its customer contact centers in Texas have achieved re-certification as a Center of Excellence by BenchmarkPortal. These customer contact centers provide support for the Texas Eligibility Support Services (ESS) and Texas Enrollment Broker Services (EBS) contracts. This is the eighth consecutive year that the Company's health services operations in Texas have achieved this important distinction.

The BenchmarkPortal Center of Excellence distinction is 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 centers achieved BenchmarkPortal's rigorous standards of efficiency and effectiveness 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 MAXIMUS customer contact centers for the ESS and EB contracts 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.

"MAXIMUS is committed to providing our clients with high-quality, cost-effective services at our customer contact centers," said Bruce Caswell, President at MAXIMUS. "Achieving recognition as a Center of Excellence by BenchmarkPortal eight years in a row is a true testament to our dedicated teams in Texas."

About MAXIMUS

Since 1975, MAXIMUS has operated under its founding mission of *Helping Government Serve the People*®, enabling citizens around the globe to successfully engage with their governments at all levels and across a variety of health and human services programs. MAXIMUS delivers innovative business process management and technology solutions that contribute to improved outcomes for citizens and higher levels of productivity, accuracy, accountability and efficiency of government-sponsored programs. With more than 18,000 employees worldwide, MAXIMUS is a proud partner to government agencies in the United States, Australia, Canada, Saudi Arabia and the United Kingdom. For more information, visit maximus.com.

About BenchmarkPortal

From its origins in 1995, BenchmarkPortal has become 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 innovative approach to best practices for the contact center industry. BenchmarkPortal hosts the world's largest database of contact center metrics, which is constantly being refreshed with new data. BenchmarkPortal's mission is to provide contact center managers with the tools and information that will help them optimize their efficiency and effectiveness in their customer communications. For more information, visit BenchmarkPortal.com.

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