August 14, 2018

MAXIMUS Awarded North Carolina Department of Health and Human Services Contract for Medicaid Managed Care Enrollment Broker Services

RESTON, Va., Aug. 14, 2018 /PRNewswire/ --MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that it has signed a new contract with the North Carolina Department of Health and Human Services (DHHS) to provide Medicaid managed care enrollment broker services. This is the first procurement contract award as the state prepares to move toward Medicaid managed care. This program has an estimated base contract of $17 million, though the actual cost is dependent upon the number of beneficiaries eligible for managed care enrollment, as well as any optional services selected by DHHS. The contract is effective August 1, 2018, through December 31, 2020, with three, one-year renewal options.

Under managed care, which is expected to take effect in 2019, MAXIMUS will provide choice counseling, enrollment assistance and education to beneficiaries as they select from a variety of health plans. As part of the enrollment broker function, MAXIMUS will help members select the health plan and primary care provider that is most appropriate to meet their needs and, to the extent possible, maintain existing physician-patient relationships. MAXIMUS staff will be available to help members enroll over the phone, online through an interactive and user-friendly website and, in some communities, in-person.

MAXIMUS will also be rolling out several digital solutions including a mobile enrollment app, mobile responsive portal, secure messaging portal and a web chat for users. By engaging citizens with digital technologies, MAXIMUS offers a simplified enrollment process for beneficiaries, through their preferred channel, on a secure, encrypted and accessible platform.

To help ensure a seamless and streamlined beneficiary experience, MAXIMUS will also establish an ongoing partnership with the state's 100 county departments of social services and provide dedicated liaisons who will work closely with caseworkers and other county staff to provide managed care training, make beneficiary materials available locally and conduct outreach services.

As North Carolina transitions to managed care, DHHS is committed to improving the health

and wellbeing of North Carolinians through an innovative, whole-person centered and well-coordinated system of care that addresses both medical and non-medical drivers of health. MAXIMUS will help advance that goal while ensuring Medicaid beneficiaries have the support they need to select the health plan that is right for them or their family.

"MAXIMUS is a recognized leader for offering enrollment services to communities that are new to managed care as we provide Medicaid services in 19 states and the District of Columbia," commented Bruce Caswell, President and Chief Executive Officer. "We look forward to partnering with North Carolina as the state achieves this major milestone in the Medicaid Transformation process, while ensuring that Medicaid beneficiaries can learn about and enroll in managed care through the method of their choice."

This is the second enrollment services contract awarded to MAXIMUS in 2018, quickly following the recently announced program in Wisconsin where MAXIMUS will serve members of the state's managed care programs, Medicaid SSI (Supplemental Security Income) and BadgerCare Plus. The Wisconsin four-year base contract has three one-year option periods, for a total contract value over seven years of $11.7 million if all option periods are exercised.

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 20,000 employees worldwide, MAXIMUS is a proud partner to government agencies in the United States, Australia, Canada, Saudi Arabia, Singapore and the United Kingdom. For more information, visit maximus.com.

CONTACT:
Lisa Miles lisamiles@maximus.com 703.251.8637

View original content with multimedia:http://www.prnewswire.com/news-releases/maximus-awarded-north-carolina-department-of-health-and-human-services-contract-for-medicaid-managed-care-enrollment-broker-services-300696459.html

SOURCE MAXIMUS