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MAXIMUS Contact Centers in Georgia, Indiana, New York and Texas Recognized as Center of Excellence by BenchmarkPortal

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that its customer contact center operations in Georgia, Indiana, New York and Texas have achieved Center of Excellence re-certification by BenchmarkPortal. These contact centers provide support for the Georgia Childcare and Parent Services (CAPS), Georgia Families, Indiana Enrollment Broker Services (EBS), New York Medicaid CHOICE (NYMC), and Texas Eligibility Support Services (ESS) and the Texas Enrollment Broker (EB) operations.

"The BenchmarkPortal distinction underscores our firm commitment to delivering high quality services to citizens in the most efficient way," said Bruce Caswell, President and Chief Executive Officer of MAXIMUS. "This recognition is well deserved by our dedicated teams in all five projects for helping ensure accessibility to health and child care services for families and children in their state."

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.

The Georgia CAPS project is a statewide program that helps children from low-income working families and families receiving Temporary Assistance for Needy Families (TANF) benefits access childcare services. MAXIMUS supports the Georgia Department of Human Services by delivering childcare provider management, payment services and compliance reporting services. This is the eighth consecutive year that the MAXIMUS operations in Georgia have achieved this recognition.

The Georgia Families Program helps more than 55,000 children from families receiving TANF benefits and low-income working families access childcare services. It facilitates program enrollment for eligible members of Medicaid and PeachCare for Kids. Since 2005, MAXIMUS has operated under a contract with the Georgia Department of Community Health. This is the eighth year that the Company's operations in Georgia have achieved this recognition.

At the Indiana Enrollment Broker Services citizen engagement center, MAXIMUS serves more than 1.1 million beneficiaries through the statewide Medicaid managed care program, assisting these individuals with a health plan selection that best fits their needs and handling

400,000 citizen engagements annually. This is the third year that the Company's operations in Indiana have achieved this recognition.

Since 1998, MAXIMUS has operated as New York's Enrollment Broker, also known as New York Medicaid CHOICE (NYMC), under the New York State Department of Health. NYMC is among the largest managed care enrollment programs in the country, serving more than five million Medicaid beneficiaries. This is the seventh year that the Company's operations in New York have achieved this recognition.

MAXIMUS supports Texas under its Eligibility Support Services and Enrollment Broker contracts offering business process operations for many of the state's most critical programs including Medicaid, Supplemental Nutrition Assistance Program (SNAP), TANF, Children's Health Insurance Program (CHIP) and others. This is the tenth consecutive year that the Company's operations in Texas have achieved this recognition.

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 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 30,000 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.

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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