



**FOR IMMEDIATE RELEASE**

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## **MAXIMUS Call Center Operations in Texas Achieve Second Recognition as a Center of Excellence**

**(AUSTIN, Texas – December 1, 2011)** – MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that its Texas Eligibility Support Services call centers have been recognized for the second year in a row as a “Certified Center of Excellence” by BenchmarkPortal in collaboration with the Center for Customer-Driven Quality (CCDQ) at Purdue Research Park.

BenchmarkPortal, Inc., the custodian of the CCDQ best practices and the repository of the world's largest database of call center metrics, recently completed a review of the Company's Texas call center operations. The Texas call centers met Benchmark Portal's objective and quantitative criteria in areas that included operational efficiency, service level standards, process management, customer satisfaction, leadership resources and employee training.

The Texas call centers support the Children's Health Insurance Program (CHIP), Enrollment Broker and Eligibility Support Services for the Texas Health and Human Services Commission. Under these contracts, MAXIMUS provides call center services for Medicaid Managed Care enrollment, CHIP and eligibility support for Medicaid, the Supplemental Nutrition Assistance Program (Food Stamps), Temporary Assistance to Needy Families, as well as Medicaid for the Elderly and Persons with Disabilities.

“Our Texas operations handle more than 7 million calls each year, helping individuals and families access much-needed resources. We strive to understand the needs of each caller and we remain committed to providing timely and accurate information for the Texans we serve,” commented Leslie Wolfe, Division President of MAXIMUS Health Services.

### **About BenchmarkPortal, Inc.**

BenchmarkPortal is the custodian of the Purdue University Center for Customer-Driven Quality database of contact center metrics, the largest in the world. It provides reports, products and services for contact centers in the areas of operational metrics, customer satisfaction measurement and agent satisfaction measurement. For further research information, visit [www.BenchmarkPortal.com](http://www.BenchmarkPortal.com).

### **About MAXIMUS**

MAXIMUS is a leading health and human services administrator for governments in the United States, United Kingdom, Canada and Australia. The Company delivers administrative solutions 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 enforcement programs across 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 more than 7,000 employees located in more than 220 offices worldwide. For more information, visit [www.maximus.com](http://www.maximus.com).

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