



Helping Government Serve the People®



## MAXIMUS Call Centers Growing Rapidly

For over 20 years, MAXIMUS has operated call centers for our government partners. We have designed, implemented, and managed high performance call centers that help our government customers effectively serve the public. We strive to always deliver high quality service and work to exceed performance goals set by our government customers. We live by our mission of Helping Government Serve the People® and deliver continuous quality improvements into the services we provide. This translates into positive experiences for those who participate in social programs.

### MAXIMUS Understands Call Centers

There are many reasons that more State Health and Human Service Agencies are turning to MAXIMUS for their call center services.

We currently operate 28 health and human services call centers across North America, serving individuals and families participating in public programs. In fact, MAXIMUS handles over a million agent-assisted calls each month. Our current call centers support a variety of health and human services programs, including Child Support Enforcement, Medicaid managed care, Children's Health Insurance Programs (CHIP), and Child Care Programs.

### Best Practices and Systems Expertise

Our clients benefit from our collective best practices, forecasting models, and systems expertise. Our services include the development of business models, creation of scalable technological solutions, and the development of the processes and tools to drive efficiency and enable effective performance measurement for our government clients. We understand and fully support our clients' efforts toward further development of self-service technology and knowledge management solutions to more effectively serve beneficiaries.

### Quality Service Delivery and Performance

Through our mission of Helping Government Serve the People®, we focus on continuous quality improvements in our service delivery and performance. With the goal of becoming a "high performance operations center," each of our major call centers is examined based on these critical dimensions:

- Customer satisfaction
- Efficiency, Quality, and Costs
- Service levels
- Customer care representative performance

### Call Center Recognition and Certification

In recognition of our commitment to providing exceptional customer service, our New York Medicaid CHOICE, California Health Care Options, HealthColorado, Georgia Families and MassHealth

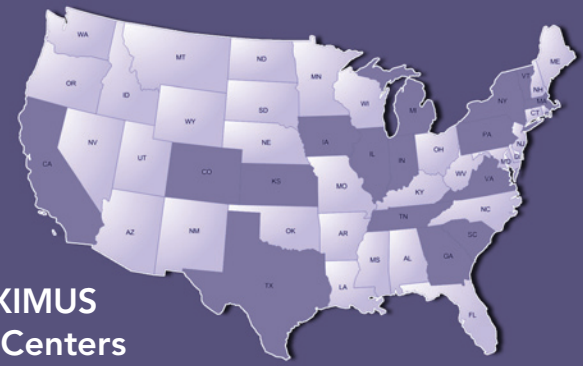
Customer Services Call Centers were selected as "Certified Centers of Excellence" by the Center for Customer-Driven Quality at Purdue University. This award ranks the centers among the top ten percent of 20,000 call centers evaluated.



MAXIMUS handles over a million agent-assisted calls each month in 28 health and human services call centers across North America.



## MAXIMUS Call Centers



Many MAXIMUS call centers have been awarded the Purdue University Center for Excellence Certification.

MAXIMUS also strives to provide effective consumer relations by ensuring our projects meet contractual and internal performance standards, as these provide a qualitative indicator of our project operations. We recognize that standards are required to ensure beneficiaries receive the services we are contractually asked to provide.

Our approach to project management and governance includes collaborating and leveraging personnel from MAXIMUS programs and support areas. This approach is our foundation for call center management success. As a testament to our service excellence and commitment to quality, several of our call centers have achieved certification from the International Organization of Standardization (ISO). Our New York Medicaid CHOICE, California Healthy Families, California Health Care Options, Centers for Medicare & Medicaid Qualified Independent Contractor Medicare Part A, C, and D Appeals Programs, and Department of Defense National Quality Monitoring Program projects all have achieved ISO certification, which is widely considered the industry benchmark for high quality services.



## Key Call Center Results

MAXIMUS has a long-standing presence in the health and human services market as a top provider of specialized call center services. We bring demonstrated success in achieving outstanding results from our call center projects across the map.

- Our Tennessee Child Support Enforcement Centralized Collection call center handles over 70,000 calls per month to case participants and related parties in over 246,000 child support enforcement cases.
- Our British Columbia Family Maintenance Enforcement call center handles 33,000 calls per month to more than 60,000 cases.
- Our Texas Enrollment Broker and Texas Health Steps call centers handle 122,900 calls per month. This project successfully provides a multi-site, geographically diverse call center for three separate programs.

- Our Massachusetts Integrated Voice Response system handles over 10,000 calls monthly, an increase from 9.8% to 27.6% in just one year.

## Call Center Management

MAXIMUS specializes in call center operations management. We have established portable, sustainable processes for recruiting, hiring, and training staff. We have proven methodologies to achieve high retention rates among our call center staff. Our operational performance management framework ensures high performance in our call centers. Our model includes:

- Established performance management standards and metrics
- Tools and effective training curricula
- Proven call center intake and call handling processes
- Processes for governance and compliance adherence
- Technology roadmaps and scalable solutions that maintain HIPPA compliance and handle Personal Health Information appropriately

Our comprehensive capabilities allow us to build business models, in conjunction with our call centers, for our clients. Our call centers support cross-functional areas such as quality assurance, training, or other shared interests. These approaches ensure standardization and consistency across the program.

By being responsive to both the needs of our government clients and those of program participants, we have a national reputation for providing quality call center operation services.

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