




maximus

U.S. Employee Health and Wellness Report
2019-2021



As our employees continue on their wellness journey, we are right there with them to stay a step ahead and deliver resources to help them stay well.

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Letter from the Chief Human Resources Officer



Michelle Link
Chief Human Resource Officer
Maximus

The launch of our wellness program four years ago began a journey of working together to understand the wellness needs of all employees and building a program that would support their physical, emotional, and financial wellbeing. Maximus employees spoke up about what they were looking for, and we stepped up to the challenge to begin building a wellness program that was flexible, affordable, and accessible, empowering employees to make healthy choices along their wellness journeys.

The Maximus employee population grew significantly in the last few years, and we knew we would have to keep a close watch on emerging employee needs. Our first priority was the physical wellness of our employees as chronic conditions and other challenges were on the rise.

A critical next step towards improving physical wellness required expanding our efforts to focus on both mental and emotional wellbeing, while removing barriers to care. In early 2020 we added an expanded Employee Assistance Program and additional resources to help employees deal with stress including on-demand meditation and mindfulness resources available through mobile devices.

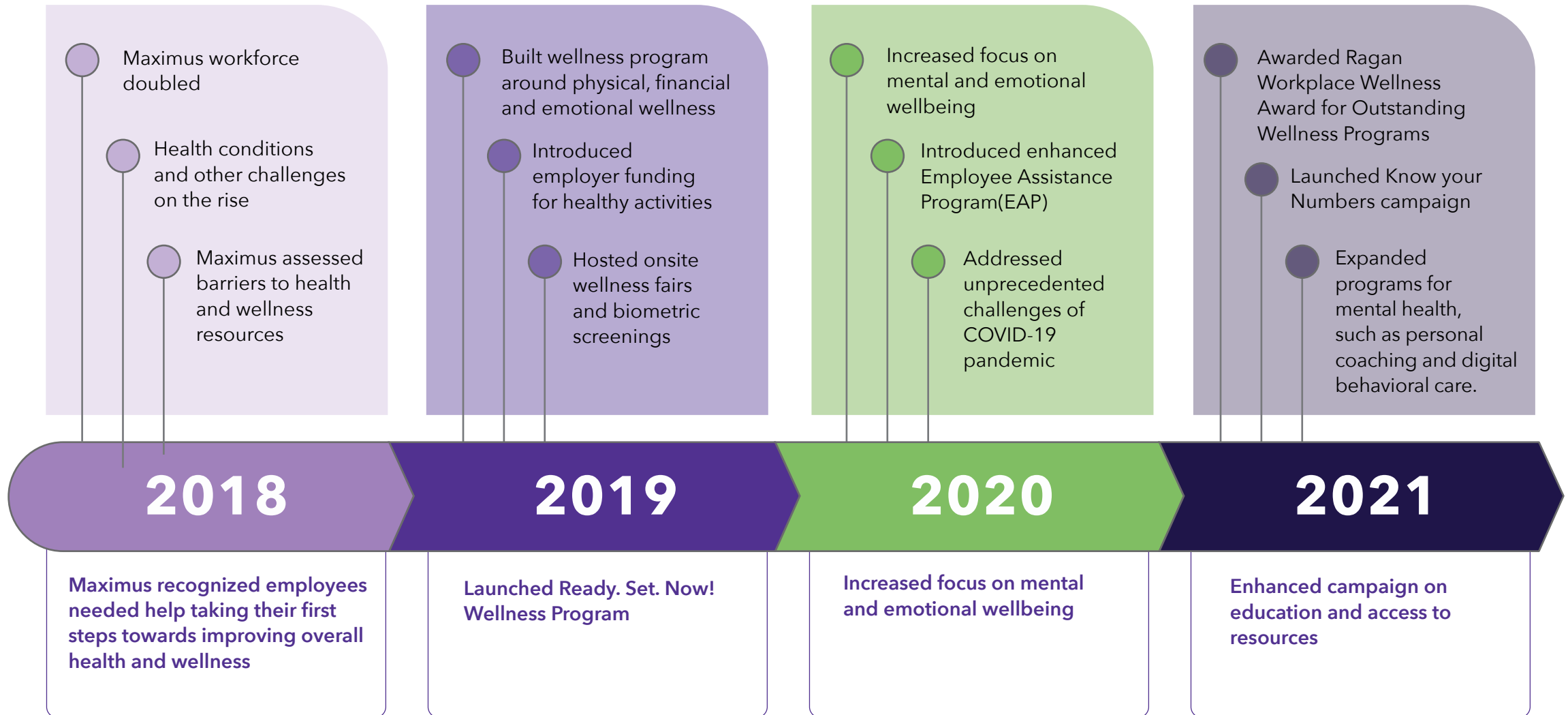
We found ourselves in a good position to meet the mental health crisis that accompanied the unanticipated and unprecedented impacts of the COVID-19 pandemic. The pandemic reinforced our need to prioritize employees' emotional wellbeing and to also ensure that resources we offer were accessible through various outlets to accommodate the different ways employees were accessing information.

With new ways to reach employees, we were able to return our focus to helping employees better understand their options and learn how to engage in our programs.

Our collective focus on wellbeing has paid off. Employees now have the tools and knowledge to invest in their wellbeing through healthy actions and preventive measures, while Maximus continues to offer competitive benefits and rewards employees for making smart choices with incentives

While a lot has changed since we launched our wellness effort, one thing is certain, as our employees navigate their wellbeing journeys, we are right there with them, trying to stay a step ahead to deliver resources to help them live well.

Wellness timeline





A wellness program that delivers resources and support

Everyone's wellness journey is unique and influenced by several factors, like:

- Overall health
- Management of a chronic condition
- Physical ability
- Economic status
- Physical and emotional job requirements
- Family dynamics

Maximus strives to deliver wellness programs and resources to meet the various needs of every employee, regardless of where they are on that journey.

In 2018, Maximus leaders focused on understanding the wellness needs of employees and began building a program to meet those individualized needs.

Our wellness program includes resources available to all employees in addition to resources for those enrolled in Maximus medical benefits. Our complete suite of resources, education, and healthy activities support physical, financial, and emotional wellness. Maximus promotes employee engagement, morale, and productivity through these programs while supporting a culture of inclusivity.

Health challenges

The Maximus Employee

In 2019, top chronic conditions of Maximus employees across the U.S.

1. Depression
2. Diabetes
3. Low Back Pain
4. Asthma

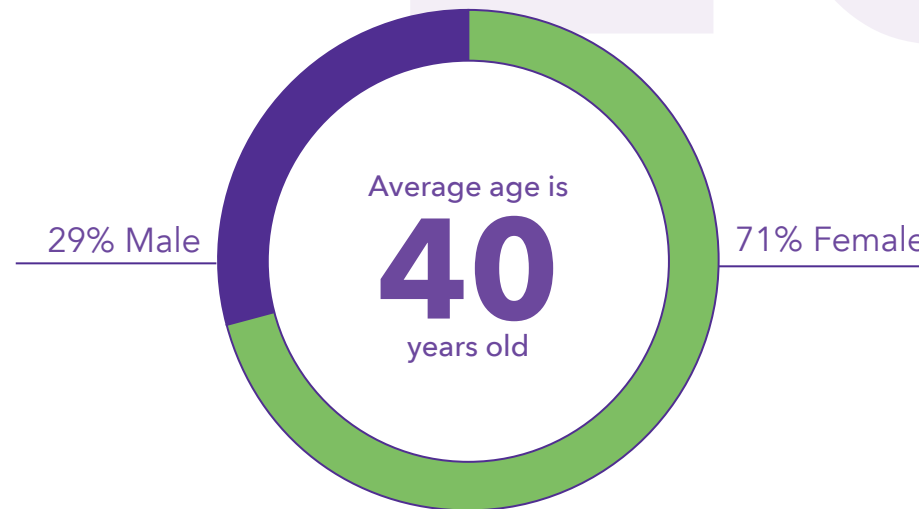
In 2020, Maximus evaluated our healthcare offerings. We determined that employees who managed a chronic health condition sought simplicity in navigating a complex healthcare landscape and planning for out-of-pocket medical costs. On behalf of our employees, Maximus chose to build a program that removes the barriers to addressing chronic conditions while providing employees a financial safety net as part of the plan design.

Maximus partnered with Anthem to deliver plan and wellness offerings at the best value while remaining at the lowest cost to our employees.

In 2021, top chronic conditions:

1. Hypertension
2. Diabetes
3. Low Back Pain
4. Depression

60%
of members with depression
have other chronic condition
comorbidities.



2

The challenge of COVID-19





The COVID-19 pandemic made a significant impact on our lives. Stressful and overwhelming challenges like canceling or delaying in-person gatherings, social distancing from family and friends, and sending children to a safe school and daycare environment triggered strong emotions. COVID-19 affected our lives for an extended period with no end in sight.

Maximus met the challenge of keeping employees safe and informed through open conversation between our leaders and employees. We prioritized employee safety by providing alternative work arrangements to allow for social distancing, such as remote work, and enhanced cleaning and safety protocols at all sites.

We kept accessibility of information open by issuing company-wide communications, to include:

- Aligning our messages with the latest scientific and medical information provided by U.S. government agencies, like the Centers for Disease Control and Prevention (CDC)
- Partnering with our Human Resources leadership, Chief Medical Officer, and other company experts to provide a regular stream of content that informed staff of critical safety and wellbeing resources, including education around COVID-19 symptoms and infection
- Holding various information and open question and answer sessions throughout the pandemic



We kept access to medical and wellness resources available, including:

- Free telehealth to employees enrolled in our medical care programs
- Free COVID-19 testing for all employees
- Enhanced Paid Time Off (PTO) for COVID-19-related circumstances, such as virus exposure and recovery time from vaccine-related symptoms
- Our Employee Assistance Program (EAP), which offers resources for managing work and life challenges as well as free counseling for all employees
- On-site COVID-19 vaccine clinics for sites affected by the federal vaccine mandate

Maximus prepared for returning to the office in the current and post-pandemic landscape by:

- Partnering with NexJ Health to provide mobile access to health screenings
- Creating Clear2Work, which tracks employee health status for entry into Maximus buildings and maintains vaccination status
- Establishing mask and vaccine requirements specific to site needs
- Issuing monetary incentives to employees for receiving the COVID-19 vaccine

Maximus will remain committed to the safety and wellbeing of our employees, educated on COVID-19 best practices, and ready to provide support and direction as we continue to navigate through the pandemic.

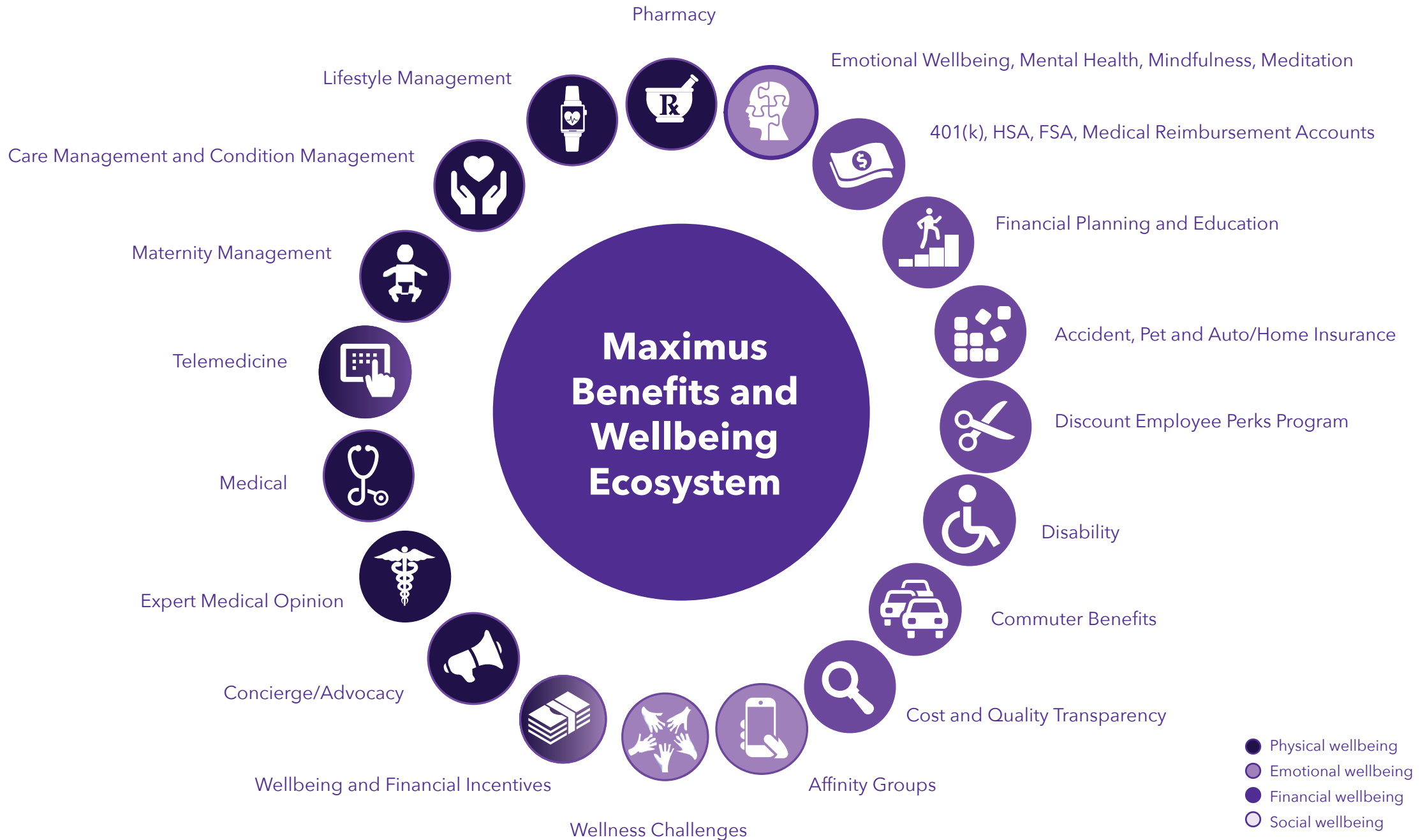


3 Bringing people, benefits, and tools together and simplifying the complexity of benefits

Maximus offers a robust suite of benefits and resources to support employees along their physical, financial, and emotional wellness journeys. With so many options, employees must know how to choose the right benefits and resources for their unique situation.

We know our employees want to receive information in ways that resonate, but still acknowledge the challenges of remote communication during the COVID-19 pandemic. We engaged with employees on their wellness journeys using new tools while meeting their diverse needs.

Today's Maximus workforce includes five generations of diverse employees, with an average age of 40 years old. We know some employees prefer in-person interaction, while others want virtual communication, like email or submitting questions through a ticketing system.



Medical enrollment increased by 5%

after the launch of the wellbeing program.

We expanded our tools to help employees learn about benefits, while considering how employees interact best with our tools and resources:

- Easy and convenient access to benefits enrollment online or by phone using the Maximus Benefits Center and enrollment site. Employees could access this site beginning as a new hire, during annual Benefits Open Enrollment, and throughout the year
- We synchronized benefits enrollment for our entire employee population in 2020 to streamline the experience
- Our new wellness site provided quick access to information on wellness topics that employees explore independently
- Anthem Engage gave employees one virtual entry for benefits information, plan details, claims data, providers, and wellness resources. Employees can access the Engage application or website
- The virtual fair site gave employees the experience of visiting with benefits experts during the COVID-19 pandemic. Our fair site was so successful that we now have the site year-round for new employees
- Live virtual webinars with Anthem, our medical benefits provider, provide a comprehensive overview of healthcare plans
- Customized challenges encourage employee engagement, promote our resources, support our wellness culture, and reward healthy behaviors
- Wellness roadmaps guide employees to available resources that correspond with their life stages or health condition

Our multi-faceted strategy uses various tools and communications channels to help us reach all target audiences. These tools include:

- Email
- Maximus Mobile
- Bi-Weekly corporate updates
- Closed-Circuit Television (CCTV) in our call centers
- On-site materials
- Vendor home mailings
- Employee meetings



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Ready. Set. Now! Wellness program





Wellness is a unique journey for everyone. While some people are just starting, others are well on the path, need to change their course, or require extra support along the way.

The Maximus Ready. Set. Now! Wellness program is designed around physical, financial, and emotional wellness pillars. These pillars emphasize resources that employees can access based on their needs, empowering them to make healthy choices at any point on their wellness journey.



Wellness challenges to promote resources and healthy activities

Steps challenge

Hydration Nation challenge

Headspace Enrollment challenge

Financial Wellness challenge

Relaxation challenge

Give me a break/Office break challenge

Wellbeing Bingo



The physical wellness pillar

The physical pillar of wellness provides easy access to health improvement programs to help employees achieve their physical health goals.

Our medical programs are the foundation of the physical pillar. These programs were built to remove barriers to addressing chronic conditions, making healthcare accessible to employees and families.

In addition, ancillary benefits offer affordable options for more coverage to meet employee needs, such as low deductibles for dental programs, small co-pays for our vision program, and a lump sum benefit for critical illness coverage.

We understand healthcare is expensive. We offer a no-cost, employee-only medical insurance option to our Service Contract Act employees, with a buy-up option that gives them financial security at an affordable price.

We continue to identify options to lower premiums for Service Contract Act employees and are implementing lower costs for those with dependents for 2023 in response to employee concerns that high deductibles are a barrier to care.

We also added programs to our medical benefits to help employees stay well and support them when they have chronic conditions.

The financial wellness pillar

Maximus recognizes how financial stress often impacts physical and emotional health. We've added resources to ease the financial strain on employees by addressing topics along the financial wellness spectrum, from essential budget planning to saving for retirement. Employees have access to webinars, articles, and assessments through Fidelity in addition to legal and financial counseling through the Employee Assistance Program.

In 2022, we increased our 401(k) match from 50% of each dollar contributed up to 6% of eligible pay to 100% of the first 3% deferred of eligible pay and 50% on the next 2% deferred, for a total of a 4% match. Employees will be immediately vested in any new company matching contributions.

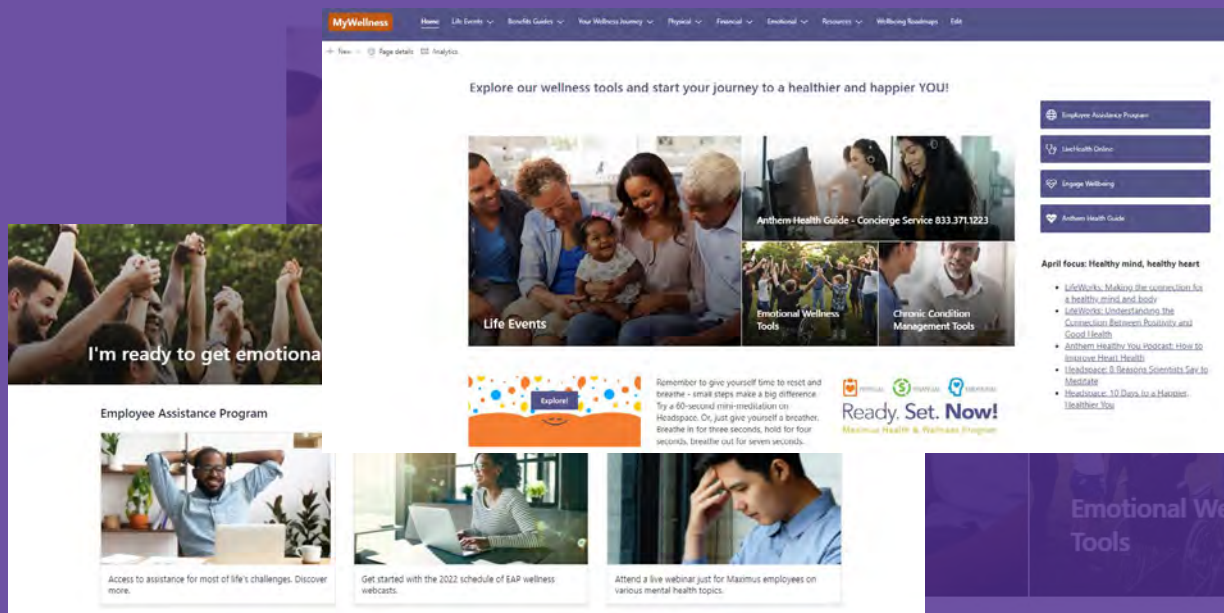
The emotional wellness pillar

In 2020, Maximus emphasized the emotional health pillar and expanded resources to reach employees differently. We wanted to make it easy for employees to receive help anywhere along the mental and emotional wellness continuum. We expanded our Employee Assistance Program and added meditation and mindfulness programs. We provided free telehealth and added digital, self-paced options for employees enrolled in medical benefits through our wellness app, Engage.

Mental Health in the Workplace training was launched to help managers support employees and connect them to these resources when mental health issues show up at work.

MyWellness site

Explore our wellness tools and start your journey to a healthier and happier YOU!



Wellness across all pillars

Maximus brings all pillars of wellness together in our monthly messaging, regular wellness challenges, and our MyWellness site. No matter where an employee is on their wellness journey, Maximus is here with support every step of the way.

April focus: Healthy mind, healthy heart

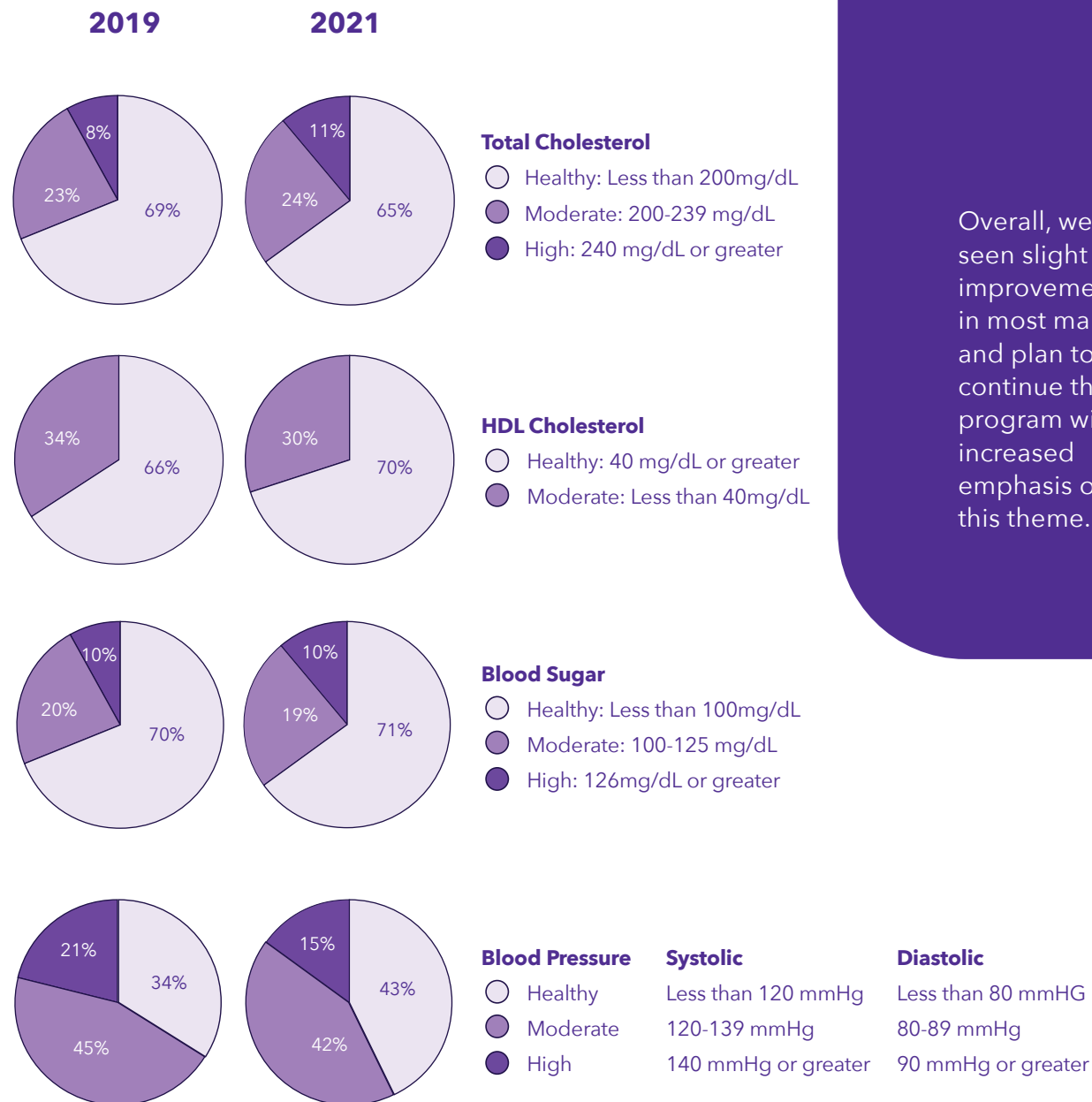
- [LifeWorks: Making the connection for a healthy mind and body](#)
- [LifeWorks: Understanding the Connection Between Positivity and Good Health](#)
- [Anthem Healthy You Podcast: How to Improve Heart Health](#)
- [Headspace: 10 Days to a Happier, Healthier You](#)

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2021 Wellness theme: Know Your Numbers

In 2019, we began our focus on physical wellbeing by hosting biometric events at project sites across the company. Due to the pandemic, we did not host on-site biometric events in 2020. We resumed this program in 2021 and gave employees the option of going to a lab, ordering a home kit, or having biometrics done by their provider.



Overall, we've seen slight improvements in most markers and plan to continue this program with increased emphasis on this theme.

Through programs such as Omada, Live Health Online Healthy Blood Pressure, and free biometric screenings through our partnership with Quest Diagnostics, employees could take actions that impacted their health by preventing more significant problems down the road, leading to better health outcomes and reduced medical expenses.



A journey toward better health in 2021

Our Know Your Numbers campaign focused on healthy measures and actions that helped employees with disease prevention and managing existing chronic conditions.

Our goal was to address high-risk factors and co-morbidities in our population, including:

- Sedentary work conditions and lifestyles
- Obesity
- High blood pressure
- Hypertension
- Pre-diabetes
- Financial stress
- High stress
- Tobacco use

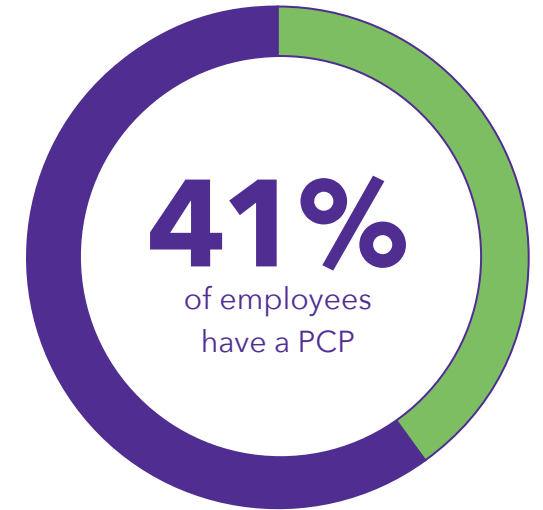
Selecting a Primary Care Physician (PCP) and attending regular wellness visits is key to maintaining excellent health and avoiding serious problems down the road. Routine preventive care is free under all Maximus medical plans.

- Maximus continues to promote the importance of a PCP
- In 2021, incentives were added for selecting a PCP

We built monthly messaging around critical measures, such as:

- Body Mass Index (BMI)
- Blood pressure
- Blood glucose levels
- Cholesterol levels

Employees taking steps to know their numbers



2,000+

employees have completed an online health assessment

Support for employees

We supported employees by providing easy-to-access programs and incentives to encourage their use.

Under our Ready. Set. Now! Wellness Program, Maximus provided all employees with resources to alleviate stress factors and live well with:

- Aduro Human Performance health coaching to address physical, financial, and emotional health
- Wellbeats on-demand, online fitness
- Headspace for mindfulness and meditation
- Aduro Breathe Easy tobacco cessation program

Employees enrolled in a Maximus medical plan have access to additional resources and incentives.

- In 2021, we increased monetary contributions to healthcare spending accounts. Employees earned a percentage of that contribution when they completed an activity-based requirement, such as their annual physical exam or an online health assessment.
- We offered free annual biometric screenings.
- Employees could earn additional money through our Ready. Set. Now! Wellness incentives by completing healthy activities, such as well-woman visits, mammograms, colon cancer screenings, and other routine care.
- LiveHealth Online Healthy Blood Pressure program and Omada Health were free programs that employees could access to address risk factors.

Engagement in Know Your Numbers Campaign

Our Know Your Numbers Campaign supports all employees through monthly wellness messaging and the Maximus MyWellness site.

We also promote healthy activities and rewards through regular wellness challenges, where employees take healthy actions, use wellness resources, and earn chances to win prizes that support good health.

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Engaging in wellness resources

Anthem Health Guide



MyWellness

Home Life Events Benefits Guides Your Wellness Journey Physical Financial Emotional Resources Wellbeing Roadmaps Edit

New Page details Analytics

Explore our wellness tools and start your journey to a healthier and happier YOU!

Employee Assistance Program

LiveHealth Online

Engage Wellbeing

Anthem Health Guide

April focus: Healthy mind, healthy heart

- LifeWorks: Making the connection for a healthy mind and body
- LifeWorks: Understanding the Connection Between Positivity and Good Health
- Anthem Healthy You Podcast: How to Improve Heart Health
- Headspace: 8 Reasons Scientists Say to Meditate
- Headspace: 10 Days to a Happier, Healthier You

Life Events

Emotional Wellness Tools

Chronic Condition Management Tools

Remember to give yourself time to reset and breathe - small steps make a big difference. Try a 60-second mini-meditation on Headspace. Or, just give yourself a breather. Breathe in for three seconds, hold for four seconds, breathe out for seven seconds.

Ready. Set. Now!

Maximus Health & Wellness Program

In 2019, Maximus launched the MyWellness site, giving employees quick access to benefits information and wellness topics they can explore on their own. This site also allows us to streamline our communications by linking detailed program information in different communications vehicles, like:

- Life Events section, with topics organized by employee needs
- Wellness roadmaps
- Physical, financial, and emotional wellness pillars
- Educational content from external partners, such as Anthem educational materials that support our Know Your Numbers campaign
- Overview of resources targeted by population
- Communications archive

Engage Wellbeing

In 2021, Maximus took wellness access to a new level by providing the Engage Wellbeing resource through our partnership with Anthem Blue Cross Blue Shield. Engage is a single point of entry for all benefits and wellness resources for Maximus employees. While the MyWellness site provides access to all wellness resources, the Engage wellbeing platform offers a personalized experience for all Maximus employees.



All employees can register with Engage and connect to their individualized wellness resources in one place. The experience is tailored to the user, with:

- Online health assessment, which allows Engage to customize educational content to the user on their home page
- Access to Aduro Human Performance Coaching to help employees achieve lifestyle goals in the following areas: health and fitness, growth and development, contribution and sustainability, and money and prosperity
- Access to Aduro Breathe Easy tobacco cessation
- Direct links to other wellness resources, such as Headspace and Wellbeats
- Updates from Maximus on wellness programs and activities
- Access to COVID-19 information and vaccine finder

Employees enrolled in a medical plan can view plan details, like:

- Providers and cost estimates for care
- Claims information
- Health account balances
- Tracked and earned wellness incentives
- Deductibles

Education and accessibility

At Maximus, we continually assess tools and resources that help employees understand what is available to them to achieve a healthy, balanced lifestyle. We also survey our employees regularly to gauge their interest in emerging technologies and new tools to continue their wellness journey. For example, when an employee mentioned the Headspace application as their go-to source for meditation and mindfulness training, Maximus reviewed the program and agreed to make Headspace available to all employees at no cost.

7

Making physical health a priority



Helping employees understand the wellness resources available to them and providing easy access to those resources remains a foundational priority of our wellness program.

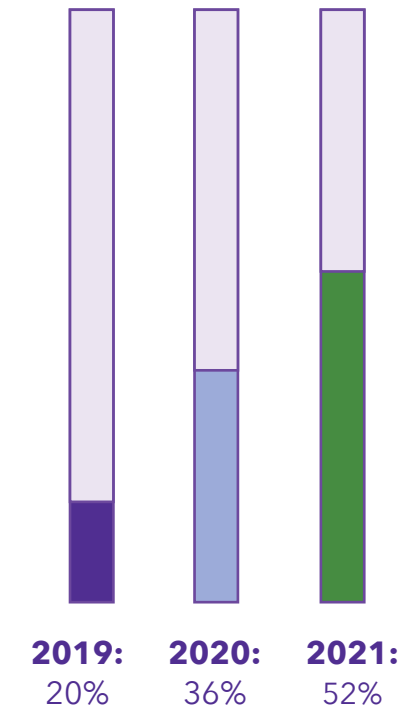
MyWellness-Maximus.com

Overcoming challenges through wellness programs

The physical wellness journey requires support for chronic conditions and health maintenance.

Aggregated data of our employees enrolled in medical plans reflected the following key challenges:

- Large claims and high hospital rates impacted overall healthcare costs. Our wellness program and educational efforts target the reduction of large claims but addressing conditions that lead to these large claims in the future remains a priority.
- Avoidable emergency room visits indicated that employees sought emergency care when they became sick and were not engaging in preventive care. We increased education and promotion of preventive care through our wellness program and added programs that address risk factors leading to chronic conditions.
- Chronic conditions with co-morbidities continue to be a concern for a portion of our employee population. With high rates of weight-related diseases, such as diabetes and heart disease, we focused on programs that reduce risks, such as Omada Health for employees at risk for diabetes and LiveHealth Online Healthy Blood Pressure for employees with high blood pressure.

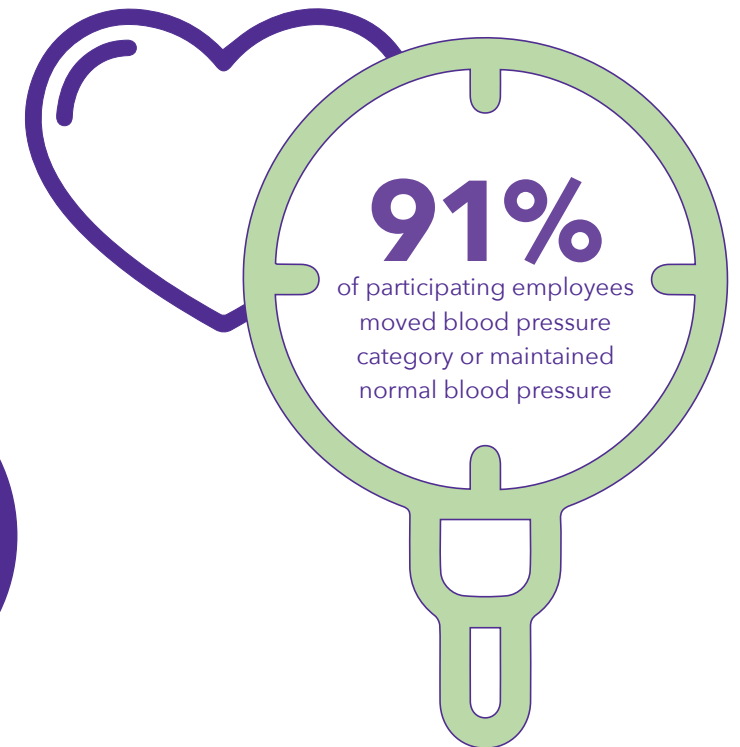
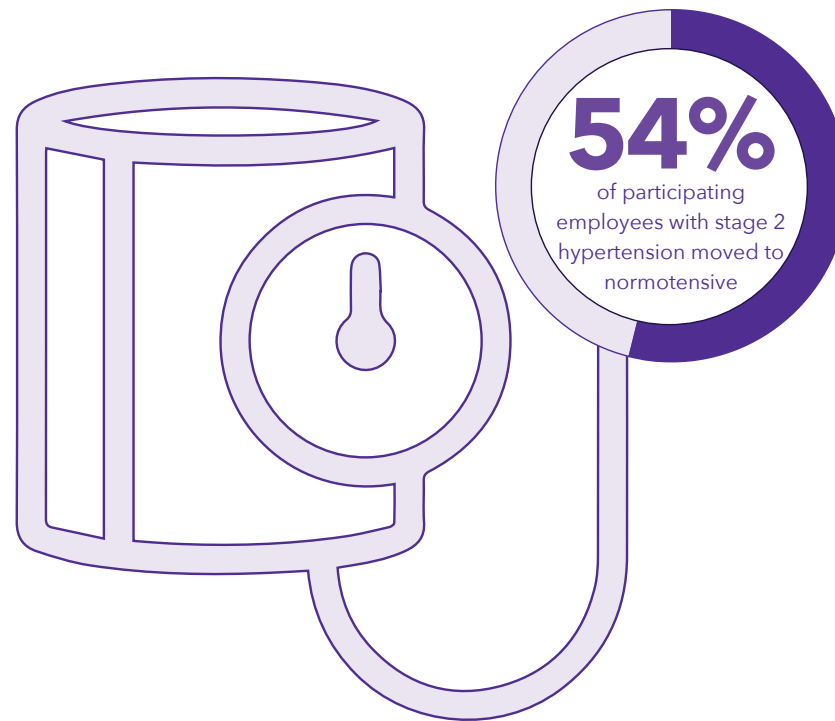


Avoidable emergency room visits trended up due to the pandemic and reducing these visits remains a top priority in 2022.

Employees taking steps to manage their blood pressure



32 employees in 2021 enrolled in the LiveHealth Online Healthy Blood Pressure Program since it was launched in April 2021



Physical health is a priority for all employees

All Maximus employees have access to programs that promote their physical health. Our Wellness Roadmaps direct employees to support resources for reaching wellness goals and managing chronic conditions.

- Aduro Human Performance Coaching helps employees reach individual health goals by providing access to self-paced digital paths or one-on-one telephone coaching.
 - Self-paced digital paths are offered in four areas: health and fitness, growth and development, contribution and sustainability, and money and prosperity. For example, an employee chooses a path, such as Get Moving, and participates in a series of webinars and assessments to help them achieve goals towards an active lifestyle.
 - Employees may seek a more personalized experience by enrolling in one-on-one telephone coaching.
- The Breathe Easy program is a six-week tobacco cessation program that helps employees replace negative behaviors to quit tobacco for good. Group webinars or one-on-one coaching are available. Participants in the Breathe Easy program will experience immediate benefits of quitting tobacco, including reduced heart rate and blood pressure.
- Wellbeats is an on-demand fitness program that delivers instructor-led fitness classes, challenges, and assessments online or through an app. Classes are available anytime to meet every age, interest, and ability level.

Employees enrolled in a medical plan take it further

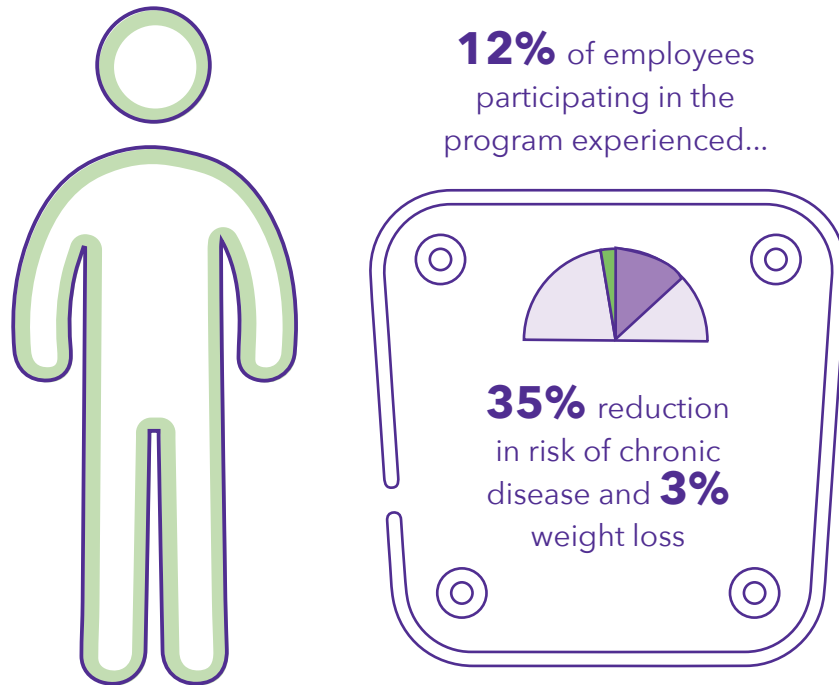
Maximus employees are rewarded for taking action on their wellness journeys through expanded benefits and monetary incentives.

Employer funding tied to healthcare activities to help with covered medical expenses

- Maximus provides funding to healthcare spending accounts tied to the medical plan to help pay for covered medical expenses. In 2020, we tied a portion of that funding to the completion of a healthy activity, such as an annual physical or an online health assessment. In 2021, the Maximus employer funding was increased to continue emphasizing the importance of taking healthy actions.
- Employees enrolled in a medical plan may earn additional incentives through our Ready. Set. Now! Wellness Program by taking healthy actions all year long and earning points towards monetary rewards. Activities include completing preventive care and screenings such as a well-woman visit, colonoscopy, dental cleanings, and more.
- Pregnant employees receive support through our Future Moms program, which provides nurse consultations, preventive screenings, educational materials, and a financial incentive for program enrollment.
- Actions we took as an organization and as individuals in 2021 allowed us to continue to improve the medical benefits offered to our employees in 2022. We lowered premiums for all employees in 2022 or improved the plans offered to them. This further subsidizes our employees' access to affordable and quality healthcare.

428 employees enrolled in Omada Health since we launched the current program in 2021

Participants who maintain their initial weight or lose weight through the Omada program significantly reduce their risk for chronic disease.



Additional support for chronic conditions

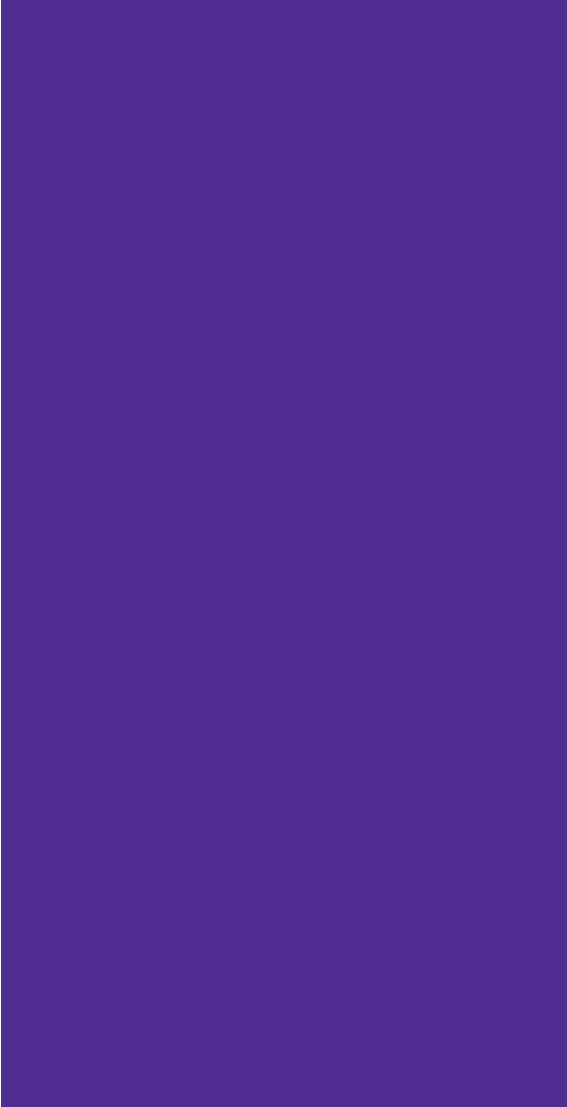
- Anthem provides personal coaching for chronic conditions like asthma, chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), type 1 or 2 diabetes, and heart failure. Employees obtain support from nurse care managers, dietitians, and other healthcare professionals to reach their health goals.
- LiveHealth Online Healthy Blood Pressure program helps employees make small changes to lower their blood pressure. Employees can schedule private video appointments with a health coach using a smartphone, tablet, or computer. When employees engage with a health coach, they will receive a connected blood pressure monitor at no cost.
- Omada Health is a targeted digital lifestyle change program designed to help at-risk individuals combat weight-related chronic diseases with health coaches, peer group support, and a Bluetooth scale. Participants learn how to make modest health changes leading to weight loss, reduced risk of type 2 diabetes, and reduced risk of heart disease.
- Our pharmacy benefits provider, Express Scripts (ESI), supports chronic conditions with programs, such as free generic prescriptions, access to diabetes support programs, discounted insulin, remote monitoring, and clinical coaching.
- In 2021, LiveHealth Online provided free telehealth for medical and behavioral care.
- Teladoc provides a free virtual expert second opinion with recent diagnoses, surgery referrals, or behavioral diagnoses.



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Making emotional health a priority





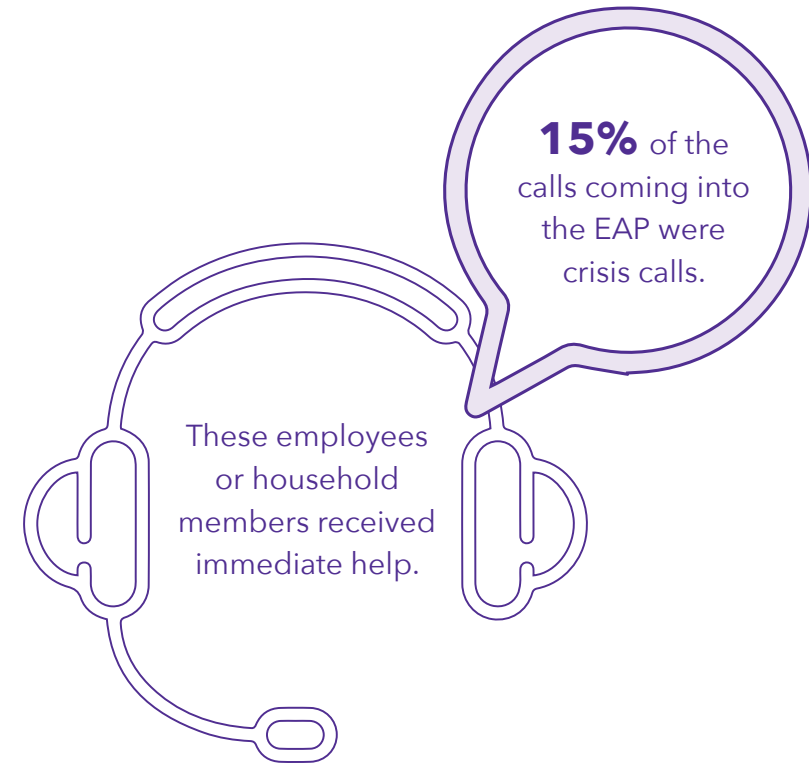
Our emotional wellness resources focus on helping employees build resilience, which supports good mental and behavioral health. The pandemic created a unique opportunity to bring the conversation on mental health to the forefront and highlighted the increased need for healthy options to help employees cope with emotional health challenges and develop resilience. Throughout 2020 and 2021, we enhanced our free emotional wellness resources for all employees and continued to expand options for those enrolled in our medical plan.

Through our Ready. Set. Now! Wellness Program, all employees had access to the following resources at no cost.

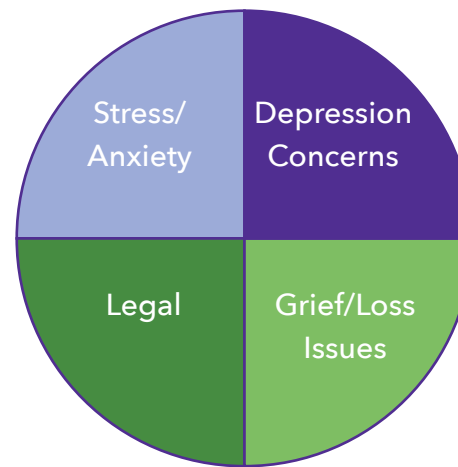
- Employee Assistance Program (EAP) provided free, confidential support to employees and all members of their household, 24 hours a day, 7 days a week. Resources included work/life consultants to help connect employees with community resources, free counseling with licensed counselors, webinars, and online resources.
- Aduro Human Performance Coaching provided support for lifestyle goals through one-on-one telephone or digital coaching.
- Wellbeats' online, on-demand, instructor-led fitness classes provided employees with virtual exercise options during the pandemic shutdowns.
- Headspace mindfulness and meditation provided programs for stress, anxiety, sleep, focus, and more.

Employees enrolled in an Anthem Blue Cross Blue Shield medical plan had additional options to support their emotional wellbeing, which were also available at no cost.

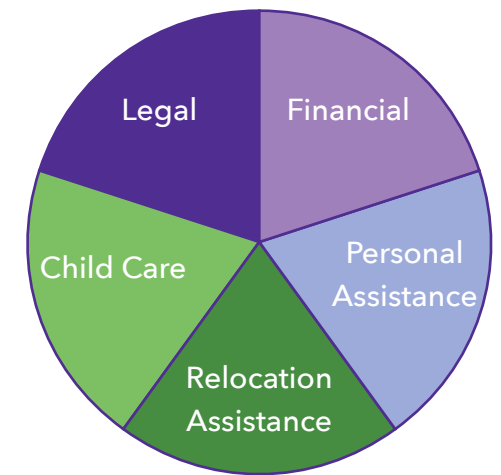
- LiveHealth Online provided free telehealth services for behavioral care.
- Anthem Behavioral Health Center supported both body and mind with a variety of no-cost and confidential resources to help manage anxiety, stress, and substance abuse.
- Teladoc provided expert virtual second opinion for medical and behavioral diagnoses.
- MyStrength digital behavioral support provided self-paced resources for reducing stress, improving sleep, managing depression, managing anxiety, and more.



The top presenting issues of employees reaching out to the Employee Assistance Program:



The top reasons employees or household members reached out for work/life assistance through the EAP in 2021:

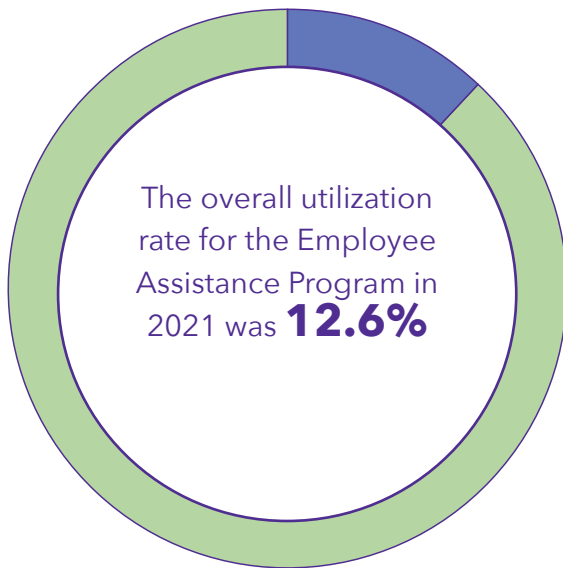


As the COVID-19 pandemic continued, new challenges evolved that impacted employee emotional wellness. A need grew for managers to connect employees to the appropriate Maximus resources to alleviate pandemic-induced mental health strain in the workplace.

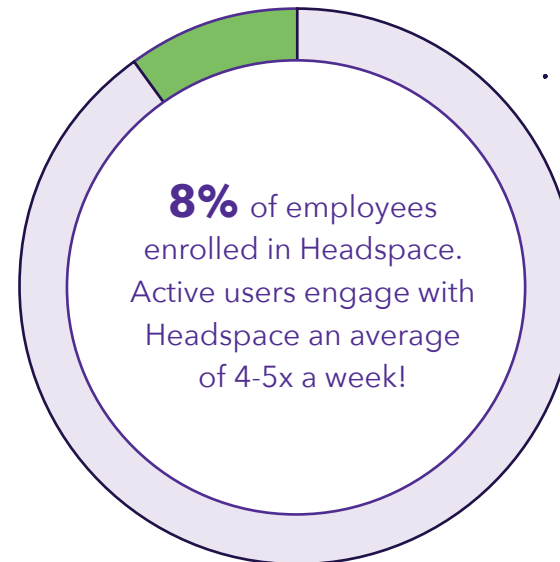
In 2021, Maximus partnered with LifeWorks to provide managers with the training they needed to support mental health for employees. We launched monthly "Mental Health in the Workplace for Leaders" training sessions, which focused on assisting managers in recognizing when mental health issues appear at work, how to support employees, and how to connect them with the appropriate resources.



4% of employees used face to face or virtual counseling



Employees utilize Headspace the most for meditations to support stress reduction, anxiety and pain management, as well as to support their sleep habits



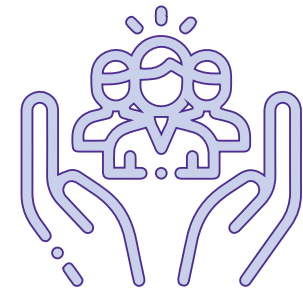
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Making financial health a priority



The financial wellness journey requires support every step of the way

Maximus recognizes that financial wellness goes hand in hand with physical and emotional fitness. Similar to the effects of poor diet and work stress, financial worries impact overall health.



Financial assistance is the number two reason employees reach out for help through the EAP.

The COVID-19 pandemic left millions of people financially stressed and changed how we think about budgeting daily expenses and preparing for an emergency and the future. The Maximus Ready. Set. Now! Wellness Program provides resources to help all employees on their financial wellness journey.

Tools at every step

- A 401(k) plan with a company match is provided to employees. Historically, Maximus matched 50% of each dollar contributed, up to 6% of eligible pay. Starting in 2022, Maximus will match 100% of the first 3% deferred of eligible pay and 50% on the next 2% deferred.
- We also made all new company matching contributions immediately vested, effective January 2022.
- Financial planning tools through Fidelity include live and on-demand webinars, articles, videos, and calculators.
- Financial Wellness Check-ups through Fidelity are an opportunity to clear the path forward, build financial confidence, and gain more control. Financial wellness assessments are available in budgeting, debt management, savings, and financial protection (such as insurance). Employees learn what they're doing well and receive guidance on improving.
- Employee Perks program offers employees discounts and corporate rates on local and national products and services.
- Commuter benefits are offered as a tax-advantaged way to pay for expenses.
- Maximus Employee Assistance Program offers legal and financial planning advice.
- Through Fidelity's Goal Booster program employees get help saving towards specific goals.

3%

of employees have taken the Fidelity Financial Wellness Check-up. Financial wellness continues to be a top priority in 2022.

33%

of employees contribute to the Maximus 401(k) program. We anticipate that program enhancements for 2022 will drive up participation.



10

We've come a long way



Enhancing our benefits with the addition of wellness programs

Maximus continuously evaluates our benefits package. In recent years, we enhanced our offerings with a focus on wellness and added a number of wellness programs to engage employees in developing healthy lifestyles, with an added focus on physical, financial, and emotional wellness.

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Alhassan Elbarasse, SPHR
Vice President, Total Rewards
Human Resources
Maximus

Where we were:

In 2018, benefits were complicated and not competitive. Where wellness programs existed, they were created and managed at individual offices. We did not have a coordinated strategy in place and there was little to no outreach to engage employees.

Where we are:

In 2021, Maximus received Ragan's Workplace Wellness Award for Outstanding Wellness Programs. This award honors organizations and people behind healthy workplaces. Maximus was recognized for our:

- Virtual delivery of benefits orientation through our Benefits First Stop site
- Enterprise level Ready. Set. Now! Wellness Program
- Comprehensive, more affordable medical and dental plans
- Flexible benefits
- Dedicated resources to find information and ask questions
- Enhanced behavioral health management
- Free preventive generic medications
- Free resources to support chronic conditions
- Virtual orientation and ongoing benefits enrollment experience
- Multi-faceted communications outreach

Where we're going:

Ongoing evaluation of program design, integration of resources, and vendor performance will continue to enhance the employee experience: We remain committed to focusing on:

- Alignment with Diversity, Equity, and Inclusion (DE&I), culture, and employee engagement
- The growing need for emotional wellness support and other health concerns such as musculoskeletal (MSK) health, sleep, depression, and nutrition
- Ongoing and refreshed communications that include leadership and employee testimonials
- Expanded wellness champion network
- Assessment of a post-pandemic world
- Targeted incentive design
- Refined programs based on data analytics