

Health Services Overview

Maximus has an unmatched track record of understanding and serving the unique needs of state health programs. Our people and methodologies deliver proven strategies that support states in their mission to ensure the best outcomes for beneficiaries, while preserving the integrity of health and human services programs. We bring over four decades of expertise in reaching, engaging, and informing vulnerable populations about their health options. Moreover, we deliver innovative technology solutions and advanced process management tools that consistently achieve new efficiencies while tackling the challenges of an evolving healthcare landscape.



Core Services



Program administration



Customer contact centers & self-service tools



Eligibility screening & referrals



Outreach, education & health literacy



Application tracking & document management



Clinical assessments, evaluations & treatment planning



Choice counseling for health plan enrollment



Beneficiary & provider services

Maximus manages:

64%

of all Medicaid beneficiary enrollments nationwide

49M

Medicaid and CHIP participants

21

state Medicaid enrollment broker programs

7M

calls monthly at our customer contact centers

Why choose Maximus

Our innovative solutions are designed to help states navigate dynamic changes in government health programs — from improving program efficiencies to implementing cutting edge technologies to responding proactively to shifting populations, laws and leadership. We enable states to deliver on program goals and improve health outcomes for beneficiaries.

Our key differentiators

Conflict-free

We have no ties to health systems, insurers, or providers.

Population insights

We understand the diverse and ever-changing Medicaid population.

Innovative solutions

We apply new ideas that help achieve better program results.

Government only

We are exclusively focused on government program management and services.

Deep expertise

We take an insider's approach to Medicaid process improvement.

Proven experience

We are trusted to deliver on highly complex programs.

Trusted to deliver innovative program outcomes

Maximus has singular focus on government and has since 1975. Our dedicated professionals help government agencies provide essential health services to adults and children in need. We combine decades of health and human services program experience with innovation and a commitment to delivering services to the public. We bring deep subject-matter expertise and effective technology solutions to every process, procedure, and project we take on — providing the optimal value to governments and the best possible results for beneficiaries.

Success in Action: New York's adaption to change

For more than 20 years, we have partnered with the New York Department of Health to support the state's growing and evolving program needs. In 1998, we assisted in the rollout of managed care to some of New York's most diverse and vulnerable populations. In 2012, we took on the challenge of implementing a centralized statewide Enrollment Center, where eligible individuals could renew their Medicaid coverage.

We expanded our partnership over the years to include operating New York's state-based marketplace, creating a comprehensive Physicians Profile database, supporting public outreach and education programming, and conducting conflict-free assessments for managed long-term care.

17M



Calls handled

11M



Enrollments processed

286K+



Clinical evaluations conducted

1



National Health Information Award

