

# **MAXIMUS is the wrong choice for New Jersey families. We demand better!**

We understand that the State of New Jersey may be considering MAXIMUS to serve as the Health Benefits Coordinator for New Jersey FamilyCare Managed Care Programs. **We urge New Jersey to reject MAXIMUS, a corporation with a record of providing substandard services on state health contracts and abusing its workers.**

## **MAXIMUS Facts:**

- MAXIMUS failures on state health contracts have led to harms to state Medicaid programs and health providers, and impeded vulnerable Americans from accessing health services, including seniors, and individuals with disabilities.<sup>1</sup>
- MAXIMUS agreed to pay up to \$10 million in concessions to Kansas due to severe problems as the state's Medicaid administrator. MAXIMUS had underbid and understaffed this contract, leading to massive backlogs and "unacceptable" performance.<sup>2</sup> Kansas rejected MAXIMUS' contract renewal in 2020, citing the company's continued failure to meet performance requirements.<sup>3</sup>
- New Jersey booted MAXIMUS from serving as its Health Benefits Coordinator in 2004, citing an inadequate response to consumer complaints of its "poor performance" and "unsatisfactory service" between 2001 and 2004.<sup>4</sup>
- MAXIMUS paid \$3,189,480 to settle claims it had ripped off its call center workers by committing wage theft.<sup>5</sup>
- Region 15 of the National Labor Relations Board issued a legal complaint against MAXIMUS alleging that MAXIMUS intimidated and coerced union activists.<sup>6</sup>

**The bottomline is that MAXIMUS should not be in consideration to serve as New Jersey's Health Benefits Coordinator.** The health and wellbeing of New Jersey families are at stake.

This work is best done by public workers. Privatization inevitably leads to the deterioration of services for the public in order to maximize returns for shareholders. At the very least, this work should not be performed by MAXIMUS. New Jersey families deserve better.

**AFSCME New Jersey Council 63**

**Communications Workers of America**

**Fair Share House Center**

**Hudson County Central Labor Council**

**IFPTE Local 194**

**Latino Action Network**

**Make the Road New Jersey**

**Mercer County Central Labor Council**

**Ministerio El Sol Sale Para Todos**

**New Jersey Citizen Action**

**New Jersey Communities United**

**New Jersey Policy Perspective**

**New Jersey State AFL-CIO**

**New Jersey Work Environment Council**

**New Jersey Working Families Alliance**

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<sup>1</sup> Government Contractor Accountability Project, “Maximum Harm: MAXIMUS’ Medicaid Management Failures” (November 2019).  
[https://www.maximusaccountability.org/system/files/2019.11.07\\_maximumharmreport.pdf](https://www.maximusaccountability.org/system/files/2019.11.07_maximumharmreport.pdf)

<sup>2</sup> Ibid.

<sup>3</sup> KDHE, “Contract Award Recommendation with the Evaluation of Technical Proposals Submitted Regarding EVT 0006858 Related to 2020 KanCare Eligibility Clearinghouse” (May 28, 2020).

<sup>4</sup> NJ Dept. of Treasury, Evaluation Committee Report, 05-X-34750 (October 7, 2004) at page 11.

<sup>5</sup> *Norton v. Maximus, Inc.*

<sup>6</sup> NLRB Charge Number 15-CA-240635 and 15-CA-258452.