

January 18, 2022

President and CEO Bruce Caswell  
MAXIMUS Corporate Headquarters  
1891 Metro Center Drive  
Reston, VA 20190

Dear Mr. Caswell,

We are writing this with hopes that you will have the same compassion and understanding that you would like each and every employee at Maximus Federal working on the CCO contract to have for our beneficiaries and consumers.

As workers on the CCO contract serving Affordable Care Act and Medicare participants, we are gravely concerned about the recent skyrocketing cases of COVID across our country and in our call centers. Some of us have recently tested positive for COVID, or have trainers, supervisors, and coworkers who are out sick with the virus.

However, we have yet to receive any information as to whether or not we could have been exposed at work, leaving us to believe that Maximus has stopped all attempts at contact tracing. Mississippi and Louisiana are again considered hot zones for COVID-19. According to the CDC, Forrest county where the Hattiesburg site is located has a vaccination rate of less than 50% and yet we understand that Maximus held large in-person "vaccinated" classes of trainees that are sitting shoulder to shoulder, mask-less even as the CDC recommends KN95 masks be worn by vaccinated people since Omicron is so transmissible.

To assure our safety, the safety of our coworkers, their families and our communities, we demand that Maximus:

1. Notify all workers at each call center about positive COVID cases in their workplace immediately.
2. Perform contact tracing to identify and notify any co-workers who may have been exposed to the virus while working at the call center.
3. Provide at least five days of paid leave to any worker who tests positive for COVID, and ten days of paid leave for anyone who is positive and symptomatic, in addition to one day of paid leave for testing in the event of exposure. This is consistent with CDC

guidelines for appropriate quarantine procedures. When workers have to use our scarce PTO to take COVID leave, this incentivizes workers to come to the site sick, especially if you do not have any additional leave stored up. Most of us cannot afford to lose pay.

4. Allow anyone who wants to transition to work from home to do so, in order to help slow the spread of the virus in the call centers.

5. All training classes should be practicing social distancing and attendees should be required to wear masks at all times.

6. We request that Maximus provide all on site workers with certified, high quality (KN95, N95 or KF94) masks for our protection.

Thank you in advance for your time and consideration regarding this urgent and time sensitive matter. We request that you respond to this letter no later than January 21, 2022.

Sincerely,

Anna Flemmings  
Hattiesburg, MS

Jeanette Ayanele  
Hattiesburg, MS

Tonya Jackson  
Hattiesburg, MS

Delilah Evans  
Hattiesburg, MS

Anita Tobias  
Hattiesburg, MS

Lakeisha Preston  
Hattiesburg, MS

Victoria Yawn  
Hattiesburg, MS

Jaimie Brown  
Hattiesburg, MS

Sherri Collier  
Hattiesburg, MS

Vivian Brevard  
Hattiesburg, MS

Lanycha Hall  
Hattiesburg, MS

Carmen Moseley-Wormser,  
Hattiesburg, MS

Jai Spann  
Hattiesburg, MS

Frances Poole  
Hattiesburg, MS

Cynthia Johnson  
Hattiesburg, MS

Linda Carter  
Hattiesburg, MS

Cynora Hartwell  
Hattiesburg, MS

Haley Jeffcoat  
Hattiesburg, MS

Atonia Andrews-Bender  
Hattiesburg, MS

Trinity Davis  
Hattiesburg, MS

Annie Pelfrey,  
Winchester, KY

Malaya Harries  
Winchester, KY

Cecile Marie King  
Winchester, KY

Dana Ward  
Winchester, KY

Clinton Sams  
London, KY

Connie Concepcion  
Coralville, Iowa

Valerie Wade  
Bogalusa, LA

Sylvia Walker  
Bogalusa, LA

Shaliza Menuel  
Bogalusa, LA

Mya Harris  
Bogalusa, LA

Shaun Brown  
Bogalusa, LA

Nathaniel Krugjohn  
Lawrence, KS

Amber Krugjohn  
Lawrence, KS

Kristen Runk  
Lawrence, KS

Samuel Miller  
Phoenix, AZ

Alex Rodriguez  
Phoenix, AZ

Dillon Herbert Williams  
Phoenix, AZ

Kent Tolley  
Sandy, Utah

Charlinda Hartfield  
Hattiesburg, MS

Sharmaine Bruce  
Hattiesburg, MS

Audrianna Lewis  
Hattiesburg, MS

Lona Nelson  
Hattiesburg, MS

Will Magnant  
Chester, VA

Linda Evans  
Chester, VA

Jackie McCullum  
Hattiesburg, MS

Tywonda Robinson  
Bogalusa, LA

Ebony Fortenberry  
Hattiesburg, MS

Claudia Curtis  
Bogalusa, LA

Lydia Rogers  
Sandy, Utah

Chrishuana Love  
Hattiesburg, MS

Cc: President Biden  
Xavier Becerra, HHS Secretary  
Chiquita Brooks-LaSure, Administrator, CMS