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Contact: Jennifer McDuffee
(678) 303-1140, ext. 301
jmcduffee@nuesoft.com

NueMD[®] Client Wins Innovations Award

Georgia Crisis and Access Line Recognized for its Achievements

ATLANTA – The Georgia Crisis and Access Line (GCAL), which is managed by NueMD[®] client [Behavioral Health Link](#), was awarded the 2008 Council of State Governments Innovations Award in July for its effective, high-tech statewide crisis and access line call center.

The award is given to state programs which show innovative, successful experiences that are transferable to other states. GCAL fought off competition from 10 other regional finalists who were evaluated on the newness, creativeness and transferability of their program.

Part of GCAL's innovative technology is provided by NueMD's powerful [Internet-based scheduler](#) and [practice management system](#), which allows counselors to directly schedule appointments for callers at a number of mental health, developmental disabilities, and substance abuse services locally. GCAL receives an average of 1,000 calls per day and is open around the clock, so the advanced security, data back-up and technical support that NueMD provides is crucial to its operations.

“We refer to our innovative approach as H3: High Touch, High Tech, and High Volume,” explained Behavioral Health Link CEO David Covington. “The technology adds to the quality of our care. While most crisis call centers just deal with the immediate emotional needs of the caller, we go a step further and actually make an appointment with the provider. NueMD makes this possible by allowing us to do real time scheduling with over 200 providers statewide.”

President and CEO of Nuesoft Technologies Massoud Alibakhsh said, “Not only are we delighted that GCAL has won this prestigious award, we're honored that NueMD has been able to help make a real difference to Behavioral Health Link and the people that rely on its services.”

The Council of State Governments will formally present the award to Behavioral Health Link in December at its annual conference in Omaha, Nebraska.



Nuesoft Technologies
1685 Terrell Mill Rd
Marietta, GA 30067
Tel: 678.303.1140
Fax: 678.303.1142

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About BHL/GCAL

Behavioral Health Link (BHL) is the company that manages the Georgia Crisis & Access Line (GCAL). GCAL is the state of Georgia's Single Point of Entry Line, making access to mental health and /or substance abuse treatment available 24 hours a day, seven days a week. GCAL is staffed with licensed, caring professionals at all times, and took its 1,000,000 call in May of this year. For more information about the company, its services, or awards please go to www.behavioralhealthlink.com.

About Nuesoft Technologies

Celebrating 15 years of service in 2008, Nuesoft Technologies Inc. is the leading provider of [Internet-based practice management solutions](#) for physicians' offices, billing companies and university health centers. Nuesoft was one of the first companies to pioneer software as a service (SaaS) and has the datacenter facilities to support secure and HIPAA-compliant application hosting. The company's established U.S. customer base counts more than 7,000 medical providers covering almost 100 specialties across 49 states, as well as an international presence. For more information, visit <http://www.nuesoft.com> or call (800) 401-7422.

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