RouteGenie
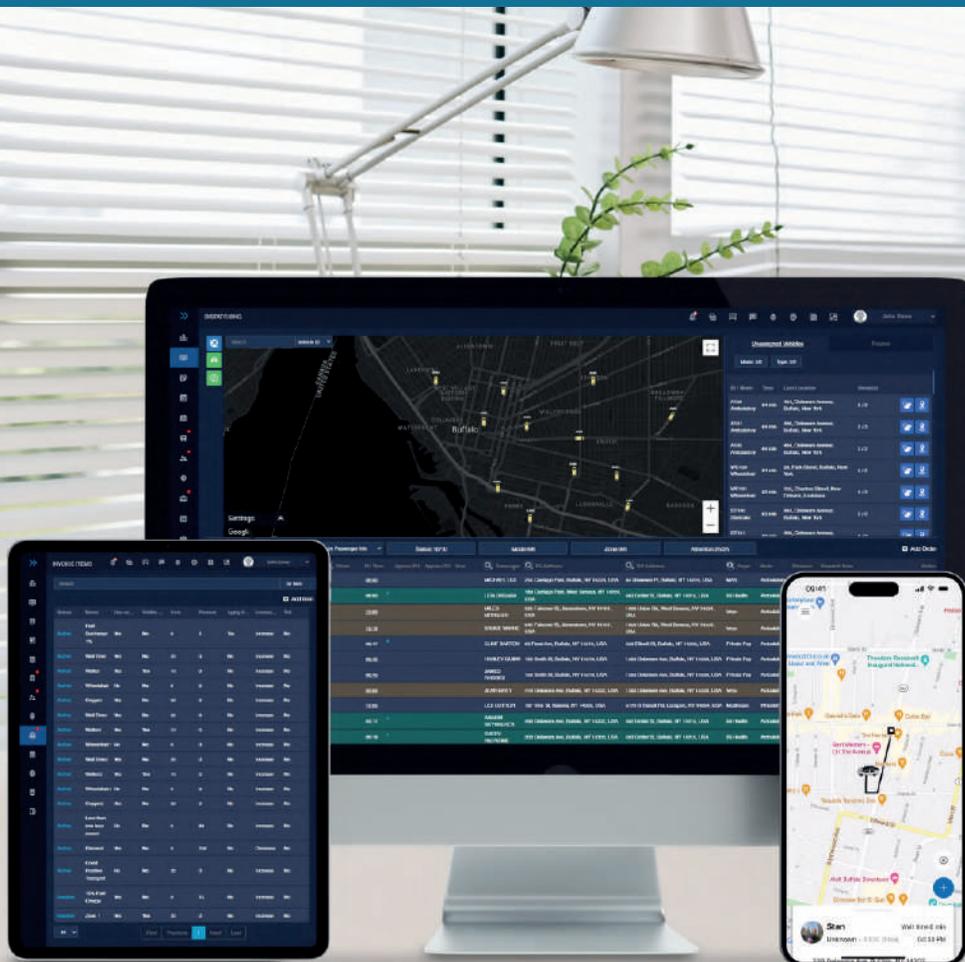
ROUTEGENIE
PRODUCT BREAKDOWN

Powerful software for non-emergency medical transportation providers that will help ease the burden of scheduling, routing, dispatching, and billing your trips!

contact@routegenie.com

(877) 599-6560

ABOUT US

We believe that NEMT is an incredibly important and helpful solution for individuals that are otherwise unable to use regular transportation to get to their healthcare appointments. These individuals may need a specific type of vehicle with wheelchair or stretcher access, and may require a medical attendant who can help safely transport the patient.

01
Base Software Features

Reporting

- Use our built-in custom reporting tool to generate your own reports without restrictions.

- Every field within the software can be displayed in reports, used as a filter, and even aggregated for advanced reporting

- Generate PDF reports or Excel spreadsheets.

- Reports generate in the background so you can keep working while your report is being created.
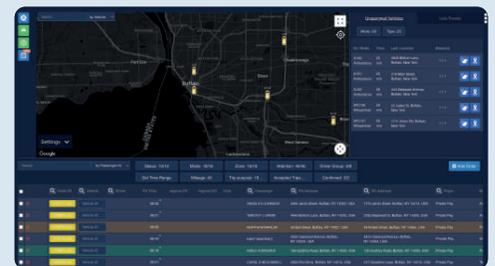 No slowdowns or unnecessary crashes

Vehicle Profiles and Maintenance

- Each vehicle will have its own detailedprofile to capture information about that vehicle such as insurance policy info, registration information, DOT registration information, and more.

- Automated alerts let you know when critical items are going to expire soon so you know that your vehicles are always in compliance.

- The pre and post trip checklist in the driver app passes directly into the maintenance system, allowing your team to make sure any issues are properly addressed.

- Create alerts and track routine maintenance events, such as oil changes, automatically from the maintenance tab.

Dispatchgenie Live Dispatching

- Always choose the best vehicle for every ride with the intelligent Find Vehicle tool.

- Shows the vehicles with the best efficiency scores based on drive time, distance, and on-time performance.

- Displays the trip in the driver's route with real-time arrival time estimates to make quick and efficient dispatching decisions.

- Proactively points out and offers multi-load opportunities that meet business rules like pickup and drop off times/windows, vehicle capacity, driver/passenger blacklisting, and more.

- Offers efficient options that should be considered as the next ride for this vehicle based on pick up locations and times that are nearby the drop off for the trip being assigned!

All trips, ETAs, and vehicle locations update live on one interactive, easy to use, and easy to search screen.
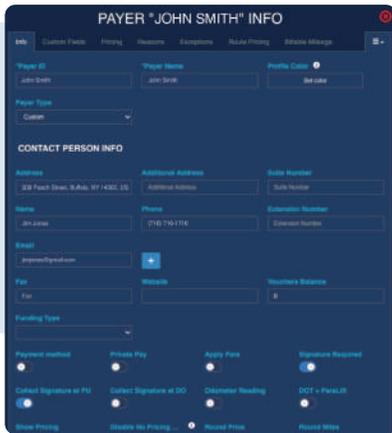
Pre-Route Genie

- Our advanced algorithm will automatically route your trips based on your custom business rules.
- The choice is yours!
- Route trips to achieve the fewest number of vehicle resources on the road or in the most efficient manner with the driver/vehicle shifts that you create ahead of time.
- Route an entire day or just a portion of the day as you see fit.
- Easily modify and override assignments manually if you choose.
- Quickly and easily review the efficiency of each route with quick access to see the amount of time the vehicle will be on the road, total miles driven, and revenue dollars for that route.

Route only certain modes of transportation or even only certain vehicle types.

Unlimited Office Users

- There is no limit to the number of office staff users, so you can add everyone to the platform in your office without having to worry about what it will cost.
- Make sure each member of your team has access to everything they need, but not what they don't with over 80 detailed user permissions settings so each employee has their own custom experience.
- Utilize pre-set user templates for management/administrators, employee drivers, contractor drivers, contractor groups, dispatchers, HR specialists, billers, and even mechanics.

Billing, Invoicing, Reconciliation

- Let invoices generate for you automatically on the proper billing cycle for each account. No more forgotten or unbilled trips!
- Utilize a variety of billing solutions, including direct broker integration, direct clearinghouse integration, paper/PDF invoices, CMS 1500 forms, trip logs, spreadsheets, and more!
- Post payments to each invoice (automatically via integrations, even) to make sure that you not only bill each trip, but that you also get paid.

Simple Trip Scheduling

- Schedule single trips with simple fields that pre-fill information based on previously entered data, offer conditional fields based on trip type, and more.
- Create standing orders in minutes.
- Create one set of standing orders for each client, even if trip parameters are different on different days of the week. No more searching for the right set of standing orders for a client to pass along information or make changes.

Dashboard

The RouteGenie Dashboard gives you a quick and easy look into the things that matter about your day, consistently updated in real time.
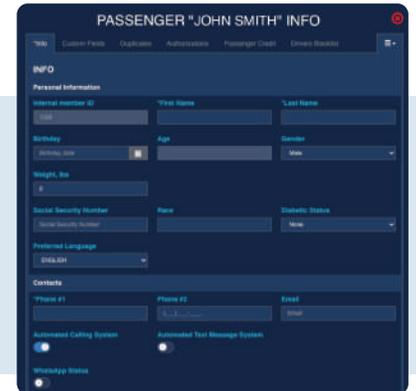
Statistics include:

- Total trips scheduled.
- Total trips by current status (unassigned, assigned to driver, loaded in vehicle, completed, etc.).
- No show %.
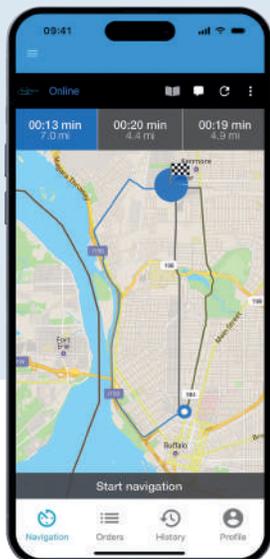- Trips scheduled vs. vehicles scheduled by hour.

Payer Profiles

- Create a profile for each of your funding sources to allow you to manage how the software treats trips associated with that payer.
- Create custom experiences for each payer for pricing, driver assignment capabilities, on-time performance rules, invoicing frequency and format, and more.
- Set driver groups that are allowed to perform trips when driver estrictions exist.

Passenger Profiles

Each passenger has a profile with information about that client including:

- Trip history.
- Authorizations.
- Duplicate management.
- Approved payers.
- Blacklisted drivers/other passengers.
- Notes.

Driver Application

- A flexible driver app built for all sorts of different business models puts you in control of the driver experience.
- Built to be easy to use, the app is simple for drivers with any level of experience with technology
- Total trips by current status (unassigned, assigned to driver, loaded in vehicle, completed, etc.).
- Use in-app navigation or push the address out to Google Maps - the choice is yours!
- Drivers can only say they are on site if their GPS location is within close proximity to the pick up or drop off address. Make sure your data is accurate!
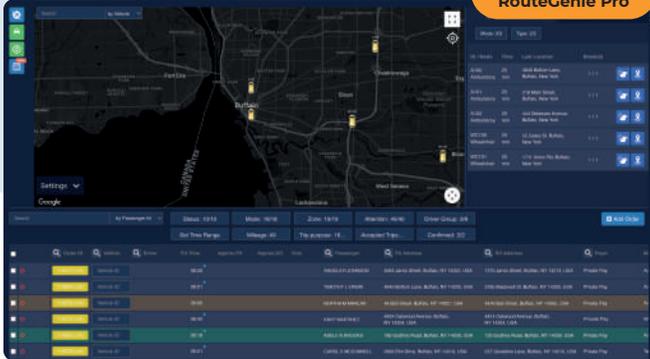
Check out video to learn more

02
ADDITIONAL MODULES

Auto-Dispatching

Let RouteGenie be your backup plan or take over your dispatching entirely with an engine that automatically identifies the right time to dispatch based on distance to the pick up location, mode of transportation, and vehicle availability. The auto-dispatch will even identify and execute on multi-load opportunities!
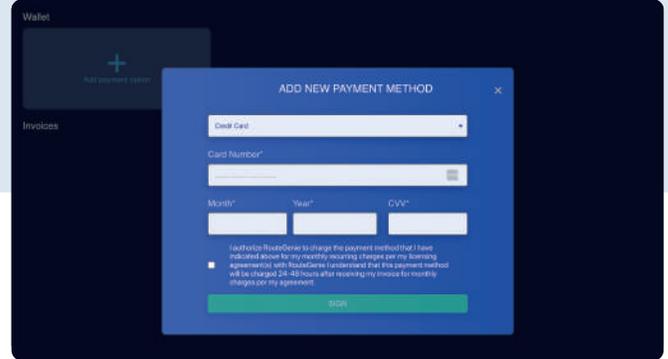
Now Included with RouteGenie Pro

Private Pay

Take control over credit card payments using RouteGenie's integration with Authorize.net. Credit cards can be safely tokenizedand stored in the software for repeat payments, entered for one-time payments, or even entered through the driver app to collect credit card payments from your private pay clients.

authorize.net
A Visa Solution

Account Insight Portal

Give your payers access to schedule trips and gain live insight into their status throughout the day with:

- Live trip status and Driver assignment updates.
- Real-time estimated pick up and drop off times.
- Early return and will call release functions.

Subcontractor Module

Remove the headache and errors associated with calculating pay for your private contractors. RouteGenie's Subcontractor/Commission Module allows you to input avariety of commission structures in place for your drivers or subcontractor operators, add in the appropriate fees, like weekly dispatch fees, technology fees, tolls, or insurance, and automatically produce invoices with balances owed to or from each contractor weekly, bi-weekly, or monthly!
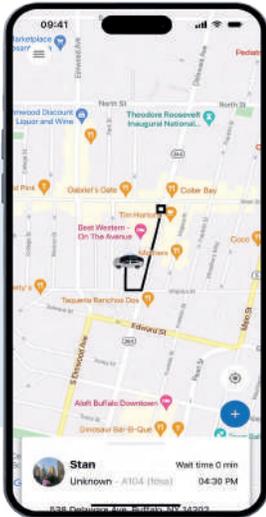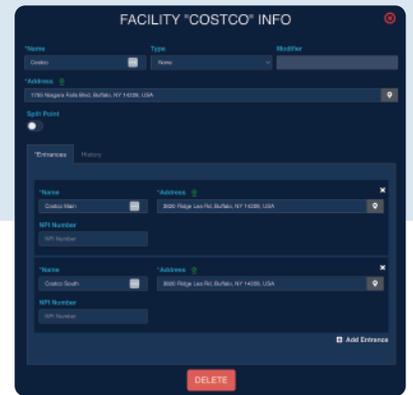
iFrame

Let your passengers request trips directly from your company website with the iFrame Widget. Our developers can add a unique code to your site to make booking trips easier than ever before, so your passengers can book a trip whenever they need to in just minutes

Facilities Concierge

Allow your partner facilities to get direct insight into all of the trips coming to or from their locations regardless of the funding source! Help the facility improve their operation and reduce your wait time by providing real-time driver assignment information, arrival ETAs, and even live will call releases!

Check out video to learn more

Passenger Application

Connect with your passengers better than ever before with your very own, professionally designed mobile app! The RouteGenie Client App allows passengers to schedule private pay trips and pay via credit card, check upcoming trip details, and even get live trip alerts and vehicle location information for all of their trips - even those funded by a third party like a broker, Medicaid, or facility!

03
AUTOMATED COMMUNICATION SUITE

Trip Reminders

Automatically place calls to your clients to remind them of their trip, provide an estimated ETA, and even offer the option to cancel the trip through the automated system to prevent no shows! Place calls the day prior, the morning of the ride, or even as soon as the driver marks that they are in route to pick up the client!

Available via WhatsApp and/ or traditional cellular.

Trip Tracking Link

Sends riders a live text link with real-time status and ETA when a driver is en route (in-progress trips only). Clear, automatic updates set expectations and cut "Where's my ride?" calls, reducing inbound volume for dispatch. Builds confidence for riders while keeping your team focused on exceptions, not routine status checks.

Passenger Experience

Automatically request feedback by text after completed rides. Riders can rate their experience and leave comments; low-score responses are routed to your team for quick follow-up, while positive feedback prompts riders to publish a review on the platforms you choose. Capture more 5-star ratings, resolve issues faster, and consistently demonstrate service quality.

Driver Notifications

Send text alerts to drivers when trips are preassigned, keeping them updated without manual dispatcher calls. This keeps communication clear, reduces missed assignments, and improves overall on-time performance.

04

IMPLEMENTATION OPTIONS

Quick Start Training

Work through RouteGenie at your own pace with support from a dedicated implementation manager.

Your assigned implementation manager will meet with you to go over your operation and plan your training. While you go through our online training platform, you'll be able to schedule up to **two more hours** of one-on-one training with your implementation manager spread over up to **3 training sessions.**

Virtual Training and Implementation

Get your RouteGenie account setup with an expert by your side through the whole process.

You'll be assigned a dedicated trainer who will work with you in live virtual training sessions to help you get your RouteGenie instance set up. From back end set up, to trip scheduling, routing, dispatching, the driver app, and everything in between, your trainer will take you through the ins and outs of how to integrate your new software into your operations.

On-Site Launch Support

Making a software switch can be challenging and present hurdles, especially as you work through the details of integrating software into your operation and prepare to go live.

We offer a variety of onsite training and launch support options so your trainer is on-site with you to help you clear all of the hurdles that come up when it's time to take RouteGenie live. All of our options include having a trainer on site for **6-hour days** and all travel expenses are included!

| 2d On-Site Launch Support | 5d On-Site Operations Training | 10d Full On-Site Training |

routegenie.com

RouteGenie

Modern **NEMT** software

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