



ROUTEGENIE FOR BROKERS

The image shows a laptop screen displaying a software application. The application has a dark theme and includes a map of Buffalo, NY, with various locations marked. Below the map is a table with columns for location, status, and other attributes. The table is filtered by 'In Progress' and 'Status: On Hold'. The interface also includes a sidebar with navigation icons and a top bar with user information.

(877) 599-6560

About Us

RouteGenie is a powerful NEMT software solution built by industry experts with over 20 years of hands-on experience.

Backed by a dedicated team of over 30 engineers, RouteGenie provides brokers with cutting-edge tools to streamline operations, ensure compliance, and optimize trip management. With US-based support and a commitment to innovation, RouteGenie is transforming NEMT brokerage one trip at a time.

01 Built by NEMT Software Experts

Industry Expertise You Can Trust

RouteGenie combines deep industry knowledge with a proven track record of helping brokerages streamline operations, reduce costs, and improve compliance. Our platform evolves with industry demands, so you always have the tools you need to succeed.

Large, Dedicated Engineering Team

RouteGenie's engineering team consists of **over 30 skilled professionals** dedicated to innovating and improving our software continually. This talented team ensures that the platform remains cutting-edge, responsive to broker needs, and capable of adapting to industry changes.

Comprehensive Broker Support

From software questions to emergency responses, RouteGenie's US-based support team is available from 6AM to 8PM ET, Monday through Friday. If an urgent issue comes up outside those hours, our **after-hours emergency support** is online 7 days a week.

Customizable to Your Needs

Every brokerage is unique. RouteGenie offers customization options and the ability to add features tailored to your specific operational requirements, ensuring the software works perfectly for your business.

Dedicated Implementation and Account Management

Each broker partnership starts with a dedicated Implementation Manager who guides you through every onboarding step. Your Account Manager is available for ongoing check-ins, offering weekly optimization meetings, and supporting project expansions.

It became much easier to work with our broker once they switched to RouteGenie. Trips come in accurately and in a timely manner and billing is a breeze! The transition was also by far the smoothest I've ever seen as a transportation provider.



John Paravisini

Director of Transportation and Risk Management

02 Vehicle and Driver Credentialing

Faster Credentialing, Fewer Errors

Our electronic credentialing system simplifies subcontractor onboarding. You can ensure that every driver and vehicle profile is complete and error-free before approval, minimizing compliance risks and processing delays.

Ensuring Compliance with Automated Checks

Profiles are verified through smart validation fields that prevent missing and incomplete information. This guarantees every driver and vehicle meets the set standards, reducing compliance headaches.

Expired	License Expiration Date	License Number
	08/14/2025	747675475

Automated Compliance Reminders

Stay on top of expirations for certifications (CPR, HIPAA, vehicle insurance, etc.) with automatic reminders sent to both subcontractors and brokers. RouteGenie prevents non-compliant drivers and vehicles from being used until certifications are updated.

 13 hour 18 min ago

'Registration date' for the Batmobile was expired at 08/14/2025

View

Streamlined Review Process for Brokers

Brokers can quickly review completed profiles, approve qualified drivers, or request corrections — all in one digital system, eliminating the hassle of manual paperwork.

 Choose File	*First Name	Middle Name
	Josh	Middle Name
	*Last Name	Name Suffix
	Allen	Name Suffix
	*User Type	*Driver Type
	Driver	Employee
	Driver Group	Gender
		Other

Real-time Deactivation for Non-compliance

When certifications expire, RouteGenie can automatically deactivate the driver or vehicle, ensuring that only fully compliant personnel are handling trips, and protecting passengers from potentially unsafe rides.

ID	Kind	Mode	Status	Make	Model	Year	Plate	App Ver...	Dash Cam
Batmobile	Office	Ambulatory	Inactive	Test	Test	2005	ABCDEFGH	2.3.3	

03 Compliance and Eligibility Management

Comprehensive Trip Data Tracking

RouteGenie captures detailed trip data, including GPS tracking, timestamps, and route details. This provides a reliable, auditable record to verify trip completion and support you during audits or complaint resolution.

Status	Time	Latitude	Longitude
In Route	08/05/2025 08:40	42.88075814720583	-78.87468403504626
In PU Circle	08/05/2025 08:43		
Loaded	08/05/2025 08:42	42.88076002489094	-78.87468525208533
In DO Circle	08/05/2025 08:54		
Completed	08/05/2025 08:55	42.880760757202574	-78.87469103509852

Streamlined Client Eligibility Management

Automate eligibility management with 834 uploads, manage different benefits and plans, and even check eligibility live with EDI 270/271 transactions. No matter how you need to manage passenger eligibility, RouteGenie has you covered.

Efficient No-Show Verification

Built-in no-show verification features automatically document when a passenger no shows, helping brokers resolve disputes efficiently and improve overall accountability.

04 Flexible Subcontractor Trip Management Tools

Driver App, API & Trip Exchange

- Export to Excel
- Export Trip Manifest
- Download template
- Upload to Complete Trips
- Completed Trip Upload History

Subcontractors can use RouteGenie's driver app for real-time trip management, GPS tracking, and in-app trip completion — or connect via API for seamless two-way data exchange with their own software.

Enhanced Data Filtering and Reporting

RouteGenie allows you to filter and sort trip data by any criteria — driver, vehicle, locations, trip type, etc — giving you full control and visibility over their operations.

- ✓ by Passenger Info
- by Order ID
- by Order Info
- by Payer Info
- *by Vehicle Info
- *by Vehicle ID
- *by Driver Info

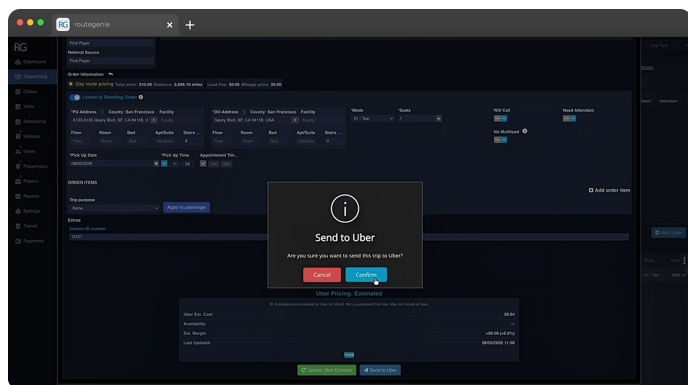
08/14/2025	✕	08/14/2025	✕	Status: 11/11	Mode: 14/14	Attention: 36/36	Zone: 74/74
Driver Group: 32/32	Leg Filter: 3/3	Trip purpose: 4/4	Set Time Range	Mileage: All	Actions		

Advanced Automation for Trip Assignment

Automatically assign all trips for a passenger, link standing orders to the same subcontractor, or distribute daily trips based on efficiency. RouteGenie saves time and minimizes errors by removing the need for manual assignments.

Uber Health Integration

Dispatch ambulatory trips to Uber Health from your existing assignment workflow — no second system, no separate login. Uber Health acts as an additional contractor absorbing overflow volume without onboarding a new provider. Ambulatory UberX trips only.



Subcontractor Portal

Give your subcontractors the power to manage their areas, service hours, and capacity through our dedicated broker portal. This flexibility ensures that you can match the right subcontractors with the right trips with minimum effort.

	Order ID	Sched PU	Passenger	PU Address	DO Address	Distance	Payer	Mode	Actions
	94007 (UA)	11:10	JOHN SMITH	50 Orange Street, Buffalo, NY 14203, USA	1300 Peach Ave, Buffalo, NY 14222, USA	5.65	Private Pay	Wheelchair	Ready now Cancel
	94008 (WC)		JON WILLIAMS	903 Apple Street, Buffalo, NY 14216, USA	50 Orange Street, Buffalo, NY 14203, USA	5.74	Private Pay	Wheelchair	Dispatch now Cancel
	93854 (UA)	03:00	JAMES DOE	1300 Peach Ave, Buffalo, NY 14222, USA	903 Apple Street, Buffalo, NY 14216, USA	6.26	1801	Taxi	Ready now Cancel

Intuitive Trip Completion Process

Subcontractors enter trip details with required fields that prevent missing data, ensuring every record is accurate and ready for fast, seamless reimbursement.

Unlimited User Profiles and Trip Turnback Capabilities

Create and manage an unlimited number of transportation provider profiles within RouteGenie, making it easy to work with multiple subcontractors or partners. Our Trip Turnback feature lets providers quickly release trips they cannot fulfill, ensuring they are reassigned without delays.

+ Add User

Cancel Turn Back Complete No Show

05

Passenger App and Communication

With the passenger app and communication tools, brokers can minimize miscommunication, improve passenger satisfaction, and streamline operations.

Passenger App for Complete Control

RouteGenie's passenger app empowers clients to manage their rides with ease. Passengers can:

- View and update trip details in real time.
- Receive live updates about vehicle location, estimated arrival times, and trip progress.
- Rate their trips so you can know how drivers and contractors are performing.

Automated Communication Tools

Keep passengers informed and engaged with RouteGenie's advanced communication features:

- **Automated Trip Reminder System:** Send trip confirmations, reminders, and updates to passengers via voice calls, reducing no-shows.
- **Text and WhatsApp Notifications:** For seamless communication, send real-time updates on trip status, changes, or cancellations via text messages or WhatsApp.

06

Subcontractor Trip Reimbursement Management

Customizable Rate Structures

RouteGenie supports flexible reimbursement setups, allowing each subcontractor to operate on their own rate structures, ensuring fairness and accuracy for all partners.

PRICING PARAMETERS

Taxi Default

Ambulatory Default

Wheelchair Default

Stretcher Default

Automatic Reimbursement Calculations

TOTAL PRICE \$64.88 

RouteGenie calculates each trip's reimbursement for subcontractors instantly, providing complete transparency in payments and reducing time-consuming manual calculations.

Trip Confirmation for Accuracy



Before finalizing payments, you can confirm trip details to prevent errors and ensure that all billed trips meet the brokerage's standards.

Easy Invoicing and Billing Cycles

Brokers can batch subcontractor invoices automatically or manually for each billing cycle, with customization options for payment terms and invoice formats.

Driver Group ...	Invoice ID	Created Date	Due Date	Amount	Paid	Balance	Status
ABC Transportation	1	08/14/2025	08/28/2025	1000	1000	0	Invoiced

07 Security & Reliability

Your data is safe, and operations are protected. RouteGenie's AWS hosting, HIPAA compliance, and third-party testing ensure the highest standards of security and reliability.

Proactive Cybersecurity Measures

RouteGenie undergoes annual penetration tests and monthly vulnerability assessments conducted by third-party experts, ensuring the platform remains secure and resilient against potential cyber threats.

Advanced Threat Detection and Monitoring

Real-time monitoring features allow RouteGenie team to detect and address suspicious activity quickly, reducing the risk of data exposure and maintaining system integrity.

After-Hours Emergency Support for Brokers

Our after-hours emergency support is online 7 days a week, so urgent issues get resolved and your operations keep running.

Dedicated, Secure Hosting with AWS

Each brokerage using RouteGenie is hosted on a dedicated Amazon Web Services (AWS) server, providing industry-leading security and scalability. AWS's infrastructure is HIPAA-compliant, ensuring that RouteGenie meets rigorous health-care data privacy standards. This enables brokers to handle sensitive information with confidence.

Reliability and Scalability of AWS

With AWS's global infrastructure, RouteGenie benefits from high availability and robust data recovery, enabling brokers to scale their operations seamlessly. This advanced cloud environment ensures that brokers always have the power they need, no matter how much they grow.



routegenie.com



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