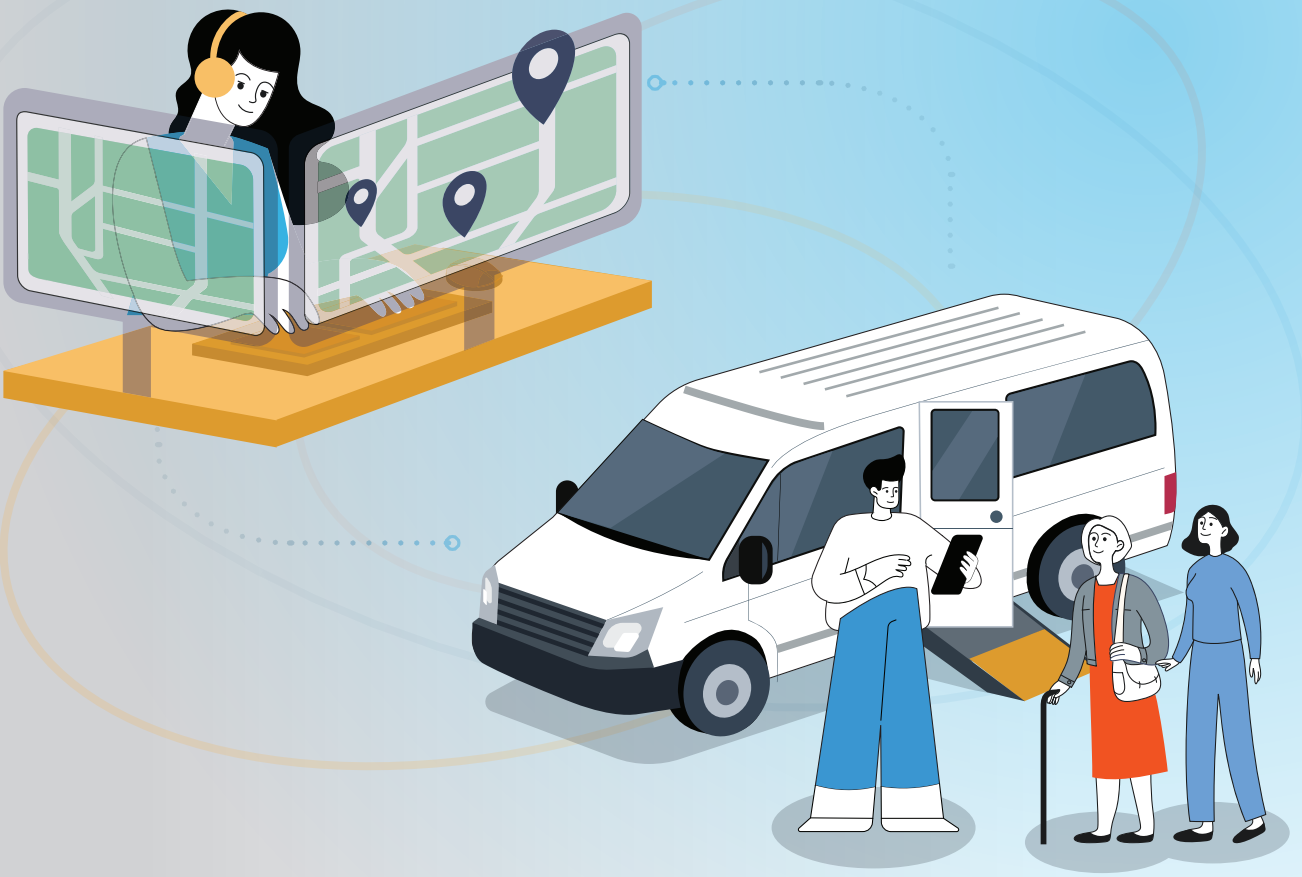

NEMT Software Buyer's Guide

Helping Providers, Brokers, PACE Programs, and Healthcare Systems Choose the Right Software Solution

A step-by-step framework to evaluate vendors, quantify ROI, and implement with confidence

GUIDE CURATED BY

momentm

www.momentmtech.com

Why NEMT Software Matters in 2026

Before you start fielding quotes, you need to identify your goals: lowering cost per trip, improving on-time performance via automated scheduling, smart routing, and real-time driver tracking and compliance, and integrating with brokers for faster payments. The right NEMT software solution directly impacts all four.

IF YOU ARE A...

PROVIDER
Focus on fuel, labor, and broker integrations

BROKER / MCO
Focus on network performance, and compliance

PACE
Focus on recurring, complex trips

HEALTH SYSTEM
Focus on speeding up discharges, decrease readmissions, and SDOH (Social Determinants of Health)

Ask Yourself These Questions Before You Talk to Vendors

- What are the top three pain points in your NEMT operations today (for example, no shows, manual routing, billing delays)?
- How much time are staff currently spending on manual tasks like accepting/rejecting trips, updating manifests, or re entering data—and is that sustainable as you grow?
- Which KPIs do you need to improve the most in the next 12 months? On-time performance, cost per trip, vehicle utilization, and claim denial rates are all key metrics to consider.
- Which manual processes are putting the most strain on your team's time and capacity, and would benefit most from automation?
- What budget range and timeline are realistic for selecting, implementing, and supporting a new NEMT software platform?



What NEMT Software Can Do For Your Business

1 OPERATIONAL EFFICIENCY

Increase Productivity

- Smart routing helps schedulers quickly build efficient routes for pickups, returns, multi leg, and group trips across internal and contracted fleets, cutting manual planning time and effort.
- Streamlined scheduling and client/trip imports reduce data entry and errors so teams can book more rides with fewer resources while maintaining on time performance.
- Automated data exchange with brokers and providers speeds up trip booking and supports contractual service level.

Insight into Operational Efficiencies & Inefficiencies

- Real time dashboards surface core KPIs such as trips per hour, cost per trip, deadhead miles, and no show rates so inefficiencies are easy to spot.
- Performance by zone or region helps you identify speed and safety issues, schedule adherence problems, and excessive vehicle downtime.
- Detailed views of funding sources, trip productivity, and cancellations support better, data driven decisions across the operation.

2 MEMBER / CLIENT EXPERIENCE

Improve Member / Client Satisfaction

- Centralized NEMT software and mobile tools give drivers real time access to client and trip details, reducing human errors that can be costly for providers and frustrating for members.
- In-vehicle trip information and digital trip verification (e.g., signatures) help confirm completed rides for funders and deliver more reliable, transparent service.

Improve On Time Performance

- Modern scheduling and GPS tools set realistic pickup and drop-off windows, track whether riders arrive on time, and share clear ETAs so people know when to expect their ride and appointment.

Improve Credibility with Brokers

- A single source of truth for trip performance, driver and vehicle compliance, and trip quality gives brokers consistent, audit ready data they can trust.
- Automated credential tracking, broker specific trip formats/APIs, and accurate claims workflows make it easier for brokers to work with you and improve the experience they deliver to members.

OPERATORS USING DEDICATED NEMT DISPATCH AND ROUTING SOFTWARE INCREASE MONTHLY REVENUE PER VEHICLE BY 26% TO 51% COMPARED TO MANUAL SCHEDULING.

[SOURCE: EliteMED Financials]

3 FINANCIAL IMPACT

Increase Your Bottom Line

- Route optimization and tighter scheduling reduce unnecessary mileage and fuel use, while also cutting travel time so vehicles can complete more billable trips per day.
- Integrated billing and claims management reduce errors and denials, improving clean claim rates and speeding up reimbursement to stabilize cash flow.

Improve Vehicle Utilization

- Optimized schedules assign the right vehicle and highlight shared ride opportunities, increasing revenue miles and overall vehicle capacity.
- Better utilization and fewer empty miles help you get more value from each vehicle, supporting higher revenue without expanding your fleet.

4 COMPLIANCE & RISK

Reliable Reporting Capabilities

- Standard and custom reports make it easy to show eligibility status, on time performance, ride times, complaints, revenue miles, and billing/reimbursement status to brokers, payers, and internal leaders.
- Flexible, self service reporting and configurable dashboards help you prepare for Medicaid audits and document performance for broker scorecards, payer reporting, and SDOH initiatives.

Security & Compliance

- Your NEMT platform should support security and privacy standards such as HIPAA and, ideally, frameworks like HITRUST or SOC 2, with encryption and detailed audit logs to simplify proof of compliance.
- Centralized data, role based access controls, and robust documentation make it easier to protect PHI and respond to questions from regulators, auditors, and contract partners.



INTEGRATED BILLING SYSTEMS CAN REDUCE CLAIM DENIAL RATES BY 25–40%, ENSURING A CLEAN CLAIM RATE OF OVER 95% FOR FASTER, MORE RELIABLE CASH FLOW.

[SOURCE: EliteMED Financials]

Core Capabilities Every Modern NEMT Platform Should Offer

When it comes to NEMT software, not all features are equal. When evaluating your options, it is important to match the needs of your organization with software that can accommodate your needs. Use this section to separate basic scheduling tools from platforms designed for intricate, regulated NEMT operations.

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1 Intelligent Scheduling & Dispatch

- **Automated routing:** Quickly builds efficient schedules across internal, contracted, and TNC fleets to reduce manual planning and errors.
- **Dynamic re-scheduling:** Continuously updates routes when trips are added, changed, or canceled so runs stay optimized throughout the day.
- **Live dispatch view:** Shows real time vehicle locations, ETAs, and trip status so dispatch can manage delays and keep members informed.

Ask vendors: *Can you show us how your system automatically reassigns trips after a late cancellation or no show?*

2 Broker & Data Integrations

- **Broker connectivity:** Uses real time and file based connections to major brokers and payers to reduce manual re entry.
- **Flexible data exchange:** Supports CSV, SFTP, and APIs to move trip, member, and billing data between systems with minimal friction.
- **Data validation:** Automatically checks incoming trip and claim data for mistakes or missing details before claims are submitted.

Ask vendors: *Which brokers, payers, and third party systems do you integrate with today, and can we speak to customers using those integrations?*

3 Client Management

- **Centralized member profiles:** Store demographics, eligibility, mobility aids, accommodations, and emergency contacts in a single, searchable record.
- **Subscription/Recurring trip scheduling:** Simplify scheduling for dialysis, PACE day programs, and other repeated trips.
- **Care context fields:** Capture guardians/caregivers and SDOH related information to support more coordinated, person centered care.

Persona tip: *PACE programs should confirm the system can support complex participant needs and recurring schedules for hundreds of participants.*

Ask vendors: *Can you show us how quickly we can register a new member and set up a recurring trip series from their profile?*

4 Driver & Field Mobility

- **Driver app:** Replaces paper manifests with real time trip lists, navigation, and status updates on iOS and Android devices.
- **Live GPS tracking:** Uses GPS trails (breadcrumbs) to confirm stops and measure on time performance from start to finish.
- **Verified trip completion:** Digital signatures, tied to time and location, create a clear record of who was transported and when, improving accountability and audit readiness.

Ask vendors: *What can drivers do in the mobile app (view, update, confirm trips, capture signatures/photos), and how does it support the dispatch team?*

5 Zones, Geofencing & Service Areas

- **Custom service zones:** Let you define regions or contract areas to monitor performance and demand inn your service area.
- **Zone level KPIs:** Surface on time performance, trip volume, deadhead miles, and no shows by zone so you can rebalance resources.
- **Demand heatmaps:** Visualize where trips originate to guide vehicle and staff positioning.

Ask vendors: *Can you show us a live example of zone level performance reporting and how service areas are defined and adjusted?*

6 Multi Payer Billing & Funding Management

- **Multi funder support:** Handles Medicaid, Medicare Advantage, private pay, health systems, and grants—often on the same manifest.
- **Automated fare rules:** Applies flat, distance based, time based, or blended pricing rules to reduce manual billing and errors.
- **Integrated claims:** Generates and validates claims in system to cut denials and accelerate reimbursement.

Ask vendors: *How does your system handle different payer rules in a single run, and what tools do we have to catch billing issues before submission?*

7 Operational Reporting & Analytics

- **Templated reports:** Provide ready made views of trips per hour, on time performance, no shows, cancellations, revenue miles, and more.
- **Data accuracy tools:** Built in checks and standardized fields reduce manual data entry errors, so reports and dashboards are based on clean, reliable information.
- **Export options:** Support PDF, Excel, and CSV exports for Medicaid audits, broker scorecards, payer reporting, and SDOH initiatives.

Ask vendors: *Demonstrate how a dispatcher or analyst would build a custom dashboard for our key KPIs—without IT help.*

For those who rely on Non-Emergent Medical Transportation, getting to appointments safely, on time, and with minimal hassle is a priority. NovusMED is a user-friendly software which allows our staff to simplify workflow while accurately allowing us to provide excellent customer service in a timely manner.

[SOURCE: Oregon NEMT Brokerage]



Building the Business Case Inside Your Organization

Choosing a NEMT software platform is rarely a one person decision. It affects daily operations, finances, IT infrastructure, compliance obligations, and your long term strategy, so you'll need input from operations, finance, IT, compliance, and executive leadership to build a strong internal case. If you can address the specific areas of concern that your company is facing, you will be able to select a solution that befits your company's needs.

Anticipate Stakeholder Questions

Operations/Dispatch:

- How will this change our day to day? How quickly will staff ramp up?
- Can it handle our peak hours and same day changes?

IT/Compliance:

- Where is data hosted? How is it secured?
- What certifications do you have (HIPAA, HITRUST, SOC 2)?

Finance/Executives:

- What is the payback period?
- What are the ongoing costs vs savings?

Frontline Staff:

- How easy is it to use?
- What training and support will we have?

MEETING PREP CHECKLIST

Before presenting to internal stakeholders, gather:

- ☐ Document current baseline KPIs
- ☐ List pain points by department
- ☐ Prepare ballpark cost and ROI estimates
- ☐ Identify integration requirements
- ☐ Anticipate key risks and how you'll address them

Questions for Vendors

- Is your solution scalable to grow with us?
- Can it handle the number of trips per day we do?
- Can it generate custom reports?
- Do you offer free updates?
- How do you handle updates—will there be downtime?
- Which brokers/EHRs do you already integrate with? Can we speak to those customers?
- What is your typical implementation timeline for an organization of our size?

Customer Experience & Support:

What to Expect from Your Vendor

Unified Solution vs Patchwork Systems

- Multiple tools mean more support numbers, tickets, and logins for your team.
- When systems don't talk to each other, vendors can blame each other and slow down fixes.
- One unified platform gives you a single, accountable partner and source of truth.

Support Model You Should Demand

- 24/7 support so urgent issues can be handled anytime.
- Several ways to get help, including phone, email, and an online portal.
- Clear response and resolution targets, documented in SLAs (service level agreement).
- A dedicated account manager who knows your operation and goals.

Customer Success & Continuous Improvement

- Regular training via webinars, virtual/in-person training, and on demand materials.
- Scheduled check ins to review KPIs and fine tune how you use the software.
- Access to user groups or forums to share ideas and learn from other customers.



Vendor Evaluation Checklist & Scorecard

Use this scorecard to compare NEMT software vendors side by side and document how well each one fits your needs.

COMPANY	Vendor A	Vendor B	Vendor C
Assess vendor fit, experience, and stability.			
NEMT experience (P, B, Pa): Proven track record with organizations like yours (size, geography, funding mix).	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Financial stability: Established company with long term viability and clear product roadmap.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Healthcare focus (H): Experience working with health systems, MCOs, and Medicaid/Medicare programs.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Implementation track record: References or case studies showing on time, on budget go lives.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Roadmap transparency: Regular updates on upcoming features and ability to influence the roadmap.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆

FEATURES	Vendor A	Vendor B	Vendor C
Confirm the platform covers your critical workflows.			
Core NEMT workflows (P, B, Pa): Supports scheduling, dispatch, trip changes, cancellations, and returns.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Recurring trips (Pa)**:** Handles complex recurring patterns for dialysis, PACE day programs, and recurring appointments.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Multi-fleet support: Manages internal fleets, contracted providers, and TNCs in one system.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Mobile driver app: Provides real time manifests, navigation, status updates, and signature capture.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
No show and late cancel tools: Supports reminders, confirmations, and status tracking—not just reporting.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Multi-payer billing: Handles Medicaid, Medicare Advantage, private pay, and health system contracts with different rules.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆

INTEGRATIONS & APIs	Vendor A	Vendor B	Vendor C
Ensure your platform connects to the systems you rely on.			
Pre built broker integrations (B): Connectors for key brokers (e.g., ModivCare, MTM, Veyo, others	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
EHR/EMR integrations (H): Ability to exchange data with clinical systems where appropriate.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Accounting/ERP integrations: Connects to your general ledger or billing systems.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
File based data exchange: Supports SFTP and CSV imports/exports for trips, members, and billing data.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Open APIs: Modern REST APIs or similar for custom integrations and automation.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆

Persona Key:

P = Provider | B = Broker/MCO | H = Health System | Pa = PACE Program

Note: Print multiple copies of this section—one for each vendor you evaluate.

REPORTING & ANALYTICS	Vendor A	Vendor B	Vendor C
Ensure you can measure what matters.			
Operational reports (P, B): Trips per hour, on time performance, no shows, cancellations, revenue miles.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Financial reports: Billing, reimbursement status, denial tracking, and payer mix.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Custom reporting: Users can build their own reports without IT support.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Export options: Easy exports to CSV, Excel, PDF, and other common formats.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Dashboard views: Visual dashboards for key KPIs.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆

MAPPING & MOBILITY	Vendor A	Vendor B	Vendor C
Validate real-world performance on the road.			
Commercial grade mapping: Up to date maps with address validation and routing options.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Trip visualization: Ability to see scheduled routes and pickup/drop off locations on a map.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
GPS tracking: Real time vehicle locations and breadcrumb trails for safety and performance monitoring.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Zone & geofence support (P, B): Track KPIs by zone, region, or contract area.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Mobile reliability: Driver app performs well in low coverage areas and syncs when back online.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆

CUSTOMER EXPERIENCE	Vendor A	Vendor B	Vendor C
Review support, training, and long-term partnerships.			
24/7 support: Help is available outside normal business hours when issues arise.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Online support portal: Central place to submit, track, and review support tickets and knowledge articles.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Ongoing training: Webinars, "Lunch & Learns," and up to date training materials for new and existing staff.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Named Customer Success Manager (CSM): One main contact who knows your account and goals.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Quarterly business reviews (QBRs): Regular meetings to review performance, roadmap, and improvement plans.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
User groups or user council: Opportunities to connect with peers, share best practices, and influence product direction.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆

SECURITY & COMPLIANCE	Vendor A	Vendor B	Vendor C
Protect PHI and meet regulatory requirements.			
HIPAA compliance & BAA: Vendor signs Business Associate Agreements and supports HIPAA requirements.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
HITRUST/SOC 2 (or similar): Recognized third party security certifications.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Role based access control: Ability to limit what users can see and do based on their role.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Multi factor authentication (MFA): Extra protection for user logins.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆
Audit logging: Tracks key user actions for security reviews and audits.	☆☆☆☆☆	☆☆☆☆☆	☆☆☆☆☆