CADARA
formerly National Care Systems

Customer Support Specialist

Remote | Eastern Business Hours | Reports to VP of Product

Solve Problems. Support Customers. Keep Revenue Moving.

Help Post-Acute Billing Teams Work with Confidence.

At Cadara, we're transforming traditional Revenue Cycle Management (RCM) through a more connected, proactive approach: Revenue Lifecycle Management (RLM).

Built on more than 30 years of industry expertise, Cadara helps skilled nursing and post-acute organizations simplify complex revenue operations, improve financial performance, and achieve more predictable outcomes.

We're looking for a customer-focused specialist who understands skilled nursing billing and enjoys turning complex questions into clear solutions. You'll be a trusted first point of contact for Cadara customers, helping them use our technology effectively and keeping their revenue workflows moving.

The Opportunity

This is more than a traditional support role. Your understanding of claims, payer requirements, and facility billing operations will help customers navigate the challenges behind each question.

You'll own customer inquiries from initial contact through resolution, collaborate with Engineering on technical issues, and help improve the support experience through clear documentation and practical feedback.

What You'll Do

- **Support Customers:** Respond to inquiries through phone, email, and the support platform with clarity, empathy, and urgency.
- **Troubleshoot Billing Workflows:** Investigate claims, billing setup, payer rules, and product functionality, guiding customers through solutions.
- **Own Case Resolution:** Document issues, troubleshooting steps, and outcomes accurately, and follow through until cases are resolved.
- **Escalate Effectively:** Partner with Engineering on product issues, supplying reproduction steps, screenshots, and customer impact.
- **Guide Product Usage:** Walk customers through features and workflows so they can complete their work confidently.
- **Improve Self-Service:** Identify recurring questions and contribute ideas and content for the knowledge base.

- **Stay Current:** Learn product releases and changes in skilled nursing billing requirements.

What You'll Bring

- 2+ years of skilled nursing facility (SNF) or long-term/post-acute care (LTPAC) billing experience, including Medicare Parts A and B, Medicaid, and managed care.
- Working knowledge of UB-04 and 837I claims, 835 remittances, and denials.
- 1+ years in customer support or another customer-facing role.
- Clear written and verbal communication, including the ability to explain billing issues in straightforward language.
- Strong organization, sound prioritization, and comfort managing a busy support queue.
- Ability to learn new software quickly and approach problems with persistence and care.

Even Better If You Have

- Experience supporting billing or revenue cycle management (RCM) software.
- Familiarity with support platforms such as Zendesk or Pylon.
- Experience working at a billing service company.

Why Join Cadara?

Meaningful Work. Real Opportunity. A Company Moving Forward.

At Cadara, you'll join a team combining decades of healthcare expertise with an ambitious vision for the future. We're building innovative technology, challenging traditional approaches to revenue management, and creating new opportunities for our customers and our people.

We value initiative, collaboration, accountability, and individuals who take pride in making a measurable impact.

Our culture is guided by The Cadara Way: Providers First. Create Rhythm. Connect What Matters. Move Forward with Purpose. Deliver Excellence.

Compensation, Benefits & Growth

Cadara offers access to a broad range of employee benefits and opportunities for professional growth. Compensation details for this position will be shared during the hiring process.

- Medical, dental, and vision insurance options.
- Voluntary life insurance and short- and long-term disability coverage.
- Supplemental insurance options for accident, critical illness, and hospital-related expenses.
- Confidential employee assistance and mental health resources.
- Tax-advantaged healthcare savings options, where eligible.
- Paid time off and company holidays.
- Sales coaching, professional development, and opportunities for career advancement.
- Benefits and eligibility vary by plan and employment status.

Ready to Make an Impact?

If you enjoy solving meaningful customer problems and helping billing teams succeed, we'd like to hear from you.

Click the button below to submit your resume and join us in bringing Revenue in Rhythm™ to post-acute care.

APPLY TODAY

Cadara is an equal opportunity employer. We are committed to providing equal employment opportunities in accordance with applicable laws.

Back to Careers