CADARA
formerly National Care Systems

Senior Support Specialist

Remote | Eastern Business Hours | Reports to VP of Product

Resolve Complexity. Elevate Support. Empower Customers.

Help Build the Next Generation of Customer Support at Cadara.

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 seasoned support professional who combines deep skilled nursing billing expertise with a passion for building better customer experiences. You'll handle complex customer issues while helping establish the processes, training, and standards that enable our support team to scale.

The Opportunity

This is a hands-on senior individual-contributor role with meaningful influence. Roughly half your time will focus on challenging cases and escalations; the other half will center on support operations, documentation, and customer training.

You'll coach fellow specialists, partner closely with Product and Engineering, and shape how Cadara supports customers—without direct reports.

What You'll Do

- **Resolve Complex Cases:** Own escalated questions involving claims, payer rules, billing setup, and product behavior, while supporting the queue during peak periods.
- **Partner on Fixes:** Work with Engineering from initial issue investigation through resolution, ensuring accurate details and timely customer communication.
- **Build Support Operations:** Establish case triage, prioritization, escalation paths, response and resolution targets, and practical reporting.
- **Improve Support Workflows:** Maintain ticket categories, analyze trends, and strengthen processes as Cadara grows.
- **Own Documentation:** Build and maintain knowledge-base articles, troubleshooting guides, and internal reference materials.
- **Educate Customers:** Develop guides and screen recordings and lead onboarding sessions,

webinars, and release training tailored to customer needs.

- **Prepare for Releases:** Test changes from the customer perspective, create customer-facing release notes, and ready the team for launches.
- **Coach and Elevate:** Mentor specialists, review case quality, and bring recurring customer issues and feedback to Product.

What You'll Bring

- 3+ years of SNF or LTPAC billing experience across Medicare Parts A and B, Medicaid, and managed care.
- Strong knowledge of UB-04 and 837I claims, 835 remittances, denials, and payer rules.
- 3+ years in customer support, training, or another customer-facing role.
- Experience developing clear documentation, guides, or training materials.
- Experience training adult learners, virtually or in person.
- Excellent communication skills and the ability to explain complex billing topics simply.
- Strong independent judgment and the ability to prioritize multiple projects and escalations.

Even Better If You Have

- Experience supporting billing or RCM software.
- Experience leading projects or influencing teammates without formal management authority.
- Experience establishing support processes, service targets, or performance metrics.
- Familiarity with Zendesk, Pylon, knowledge-base tools, or screen-recording software.
- 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're energized by solving difficult problems and building a support organization customers can rely on, 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.

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