

Case Manager 2-PSC (Patient Support Center) Multiple Positions-Tempe, AZ

Job ID
REQ-10052237

May 15, 2025

USA

Summary

Location: Tempe, Arizona

Novartis is a global company that combines medical science and digital technology to provide life-changing medicines to millions of people. We offer numerous opportunities for growth and development, including global and local cross-functional careers and a wide range of learning programs. Our strong pipeline of medicines ensures continued business growth and enables us to bring innovative treatments to patients quickly.

Novartis Patient Support (NPS) plays a crucial role in helping eligible patients access and continue their prescribed medications. We work directly with patients, caregivers, and prescribing customers to provide education and support on access, affordability, acquisition, and adherence programs. Our team has supported millions of patients in the US, assisting over 500,000 patients annually.

The Novartis Patient Support Center (PSC) is the central operational function within our organization. We handle all patient, caregiver, and customer transactions related to supporting patient access,

including intake, case management, benefits verification, prior authorization and appeals support, specialty pharmacy triage, and adherence support. We are committed to delivering exceptional customer service, which is measured through service level agreements (SLAs), key performance indicators (KPIs), and net promoter scores.

Overview of job:

The Case Manager (Care Navigator 2) serves as the dedicated point of contact to patients and healthcare professionals when initiating treatment of a Novartis therapy. Responsibilities include navigating through onboarding, insurance verification, financial assistance, and ongoing support as requested by the patient and their healthcare professional. Case Managers will also be working with cross-functional team members within Novartis Patient Support, where appropriate, to ensure continuity of information being shared with the healthcare professional and patients.

As a Case Manager, you will be assigned a specific territory to work within and become an expert in that regional area to best assist the individuals who call in, submit service request forms (SRFs) or required financial assistance. Case Managers will possess critical thinking and communication skills, an aptitude for learning and strive for continual development.

The Case Manager must have strong communication skills to converse with customers about the patient's journey and be able to offer next steps in accordance with approved procedures. The Case Manager will possess an aptitude for learning, the ability to accept and implement constructive feedback, and a continual development mindset. In addition, the Case Manager will reflect a calm and reassuring tone and attitude for our patients, their families, and their caregivers, specifically during difficult or stressful interactions.

About the Role

Your responsibilities will include, but are not limited to:

- Develop and maintain Subject Matter Expert (SME) level knowledge of the relevant brand and customer workstreams for the specific assigned program
- Learn and utilize protocols to respond to customer phone, chat, fax, SMS / text, mail, and e-mail inquiries as well as other communication channels in a prompt and courteous manner
- Professionally and compliantly interact with customers, relevant Novartis associates, and other external contacts during inbound and outbound phone calls
- Manage assigned cases throughout the patient journey; perform proper and timely escalation,

tracking, triage and follow-up where required

- Handle complex interactions and/or cases as it pertains to navigating insurances and financial assistance
- Adhere to call guides, job aides and work instructions for case processing and case cadence
- Adhere to Service Level Agreements (SLAs), Key Performance Indicators (KPIs), productivity, and quality metrics
- Leverage dual monitors and technological solutions to support Case Management activities
- Accurately and concisely document all interactions to inform cross-functional partners on the relevant status details
- Promptly and courteously respond to tasks and notifications from PSC counterparts
- As applicable, raise innovative ideas which will drive improved efficiency and effectiveness of customer service to Supervisors
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes

What you 'll bring to the role:

- Education:
- High School Diploma required, associate or BS/BA degree preferred
- Travel requirements:

- This job requires you live within 90 miles of the East Hanover, NJ or Tempe, AZ site of Novartis
- Proximity and ability to commute to work onsite in East Hanover, NJ or Tempe, AZ as required by our hybrid model and for occasional meetings or events. To be scheduled at the discretion of the business. Onsite expectations one week per month and occasional meetings or training as needed.
- Other Work Requirements:
 - When working from home, a quiet dedicated space with internet/WiFi service or the ability to obtain such service where the employee can work without interruption
 - Ability to work the scheduled work hours, which generally will be a 9-hour shift with two paid rest breaks and an unpaid lunch break; Working schedule is either 8:00 am EST - 5:00 pm EST/9:00 am - 6:00 pm EST or 11:00 am EST - 8:00 PM EST
 - Ability to complete all calls once they have begun to ensure no interruption of service
 - For Patient Support Center (PSC) Roles with a Dedicated Training Period: The individual hired for this role will be required to successfully complete initial training, including passing simulations and become certified to do the role

Required Experience:

- Minimum 3 years of relevant patient service support experience (such as Healthcare, Pharmaceuticals, Patient Services or Contact Center Experience)
- Strong interpersonal, telephone and verbal communication skills, including the ability to project warmth and compassion while effectively and efficiently conveying information
- Excellent written communication skills including the ability to interpret, capture and document the essence of and next steps for customer conversations in a clear and cogent way

- Must follow oral and written directions
- Ability to multitask and balance multiple priorities at once
- Computer literacy in with email, video conferencing systems, and data entry/case management systems

Preferred Experience:

- Experience working with Salesforce or other CRM platforms
- Strong business acumen
- Bi-lingual, Spanish speaking preferred

Therapeutic area experience

- No therapeutic area experience required.

The pay range for this position at commencement of employment is expected to be between \$39,200 and \$69,200/year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis

Network here: <https://talentnetwork.novartis.com/network>

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

部門
US

部門
Universal Hierarchy Node

国
USA

State
Arizona

勤務地
Arizona

Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area
Sales

職種
Full time

雇用形態
Regular

Shift Work
No

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