

Case Manager 2 (Care Navigator 2)

Job ID
REQ-10052447
May 20, 2025
Mexico

Summary

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
- 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/9:30 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
- Excellent English proficiency

Therapeutic area experience

- No therapeutic area experience required.

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>

Division

US

Business Unit

Innovative Medicines

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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