

# Patient Navigator Tempe, AZ (11:00-8:00 p.m. EST)

Job ID  
REQ-10021864  
Sep 12, 2024  
USA

## Summary

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 Patient Navigator provides specialty brand education and case management support for healthcare providers and patients. From Intake to outcome, NPS Case Managers are dedicated to supporting healthcare providers and patients throughout the journey by providing ongoing education, support, solutions, and dedicated resources to help limit barriers that may hinder appropriate patient outcomes.

Under the general supervision of the NPS Supervisor, the Patient Navigator is responsible for customer service, support, education, outreach, and case management for 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, enroll, or require financial assistance.

The Patient Navigator will work interactively with internal teams, patients, healthcare providers, pharmacies, and other external parties. The Case Manager team will also support various patient education and financial assistance functions. The Case Manager will respond to all patient and custom-er/provider account inquiries.

This position does not involve the practice of nursing, provide clinical advice or counseling for the patient. Documents all interactions with the Novartis Patient Support Center are in compliance with HIPAA regulations.

## About the Role

### Your responsibilities will include, but are not limited to:

- The Patient Navigator interacts directly with Health Care Providers, Office Contacts, patients and/or their caregivers via telephonic support and acts as a single point of contact and voice for patients.
- 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.
- Provides guidance to physician office staff and patients on how to complete and submit all necessary program applications in a timely manner
- 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 insurance, specialty pharmacies and financial assistance with exceptional customer service
- Educates on support resources and information relating to Novartis therapies as prescribed by an HCP, including access offerings, disease state and relevant dosing/administration, treatment reminders within the established guidelines of approved call cadence guides and work instructions
- 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.
- Works on problems of moderate scope where analysis of data requires a review of a variety of factors. Exercises judgment within defined standard operating procedures to determine appropriate action
- Ability to work independently or as a Team member, typically with minimal instruction on day-to-day work, general instructions on new assignments
- Extensive knowledge of HIPAA regulations and follows all company policies
- Provides education and support for Risk Evaluation and Mitigation Strategy (REMS) Program requirements.
- 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: Bachelors Degree required

Preferred: Active Nursing Degree (RN, NP, PA) licensure in state in which candidate resides or Advanced degree (e.g. RPh, PharmD, RN,PA) preferred]

- Travel requirements:
  - This job requires you live within 90 miles of the Tempe, AZ site of Novartis
  - Proximity and ability to commute to work onsite in 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.

- Travel: Up to 30% required
- 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 11-8 p.m.
  - Must allow for some flexibility on scheduled hours, including weekday and/or weekend overtime if required

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:**

- Previous 5+ years of experience in a specialty pharmacy, medical insurance, reimbursement hub experience, physician’s office, healthcare setting, and/or insurance background preferred
- 3+ years of experience working with Complex Specialty products in a pharmaceutical/healthcare setting required (such as Biologics, Medical Devices, Oncology, Transplant, Infusion, Rare Disease, etc.)
- 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.
- Detail oriented and highly organized
- 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
- Oncology or Rare Disease
- Risk Evaluation and Mitigation Strategy (REMS)
- Bi-lingual, Spanish speaking preferred
- **Why Novartis:** Our purpose is to reimagine medicine to improve and extend people’s lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture> **You’ll Receive:** You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards> **Commitment to Diversity & Inclusion:** Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve. **Novartis Compensation and Benefit Summary:** The pay range for this position at commencement of employment is expected to be between \$88,000.00 and \$132,000.00/year; however, while salary ranges are effective from 1/1/24 through 12/31/24, 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>

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