



## **PSS CRM Field Reimbursement Manager - Raleigh - Remote " >**

Job ID  
327614BR  
Sep 16, 2021  
USA

### **Job Description**

At Novartis, we are reimagining medicine to address some of society's most challenging healthcare issues. We discover and develop breakthrough treatments and find new ways to deliver them to as many people as possible.

1.4 million patients are projected to be supported by Novartis Patient Specialty Services (PSS) by 2023. Importantly, PSS is increasingly providing strategic leadership, execution and resources to help appropriate patients access, initiate and remain on the Novartis medications needed to improve their lives. Today a significant percentage of patients are unable to access appropriate treatments and are lost before their first prescription is filled, with a majority lost at year one. Losing a majority of patients for preventable reasons is unacceptable and we know patients deserve better.

Imagine a dynamic strategy that dedicates greater technology, creativity, and talent to drive the innovative HCP and patient support to access, in order to allow appropriate patients to start and stay on their medications. Enhancing critical capabilities around the patient and HCP experience "post prescription" is the exact vision of Novartis PSS and the reason we are seeking top talent for the role Field Reimbursement Manager. Patients are the core of what we do here at Novartis, we are reimagining medicine to build, design, implement, and run dynamic end-to-end patient support offerings to help support patient success.

Do you want to be part of a team that puts patients first and puts a strong focus on customer-centric initiatives? Do you want the opportunity to lead and collaborate with cross-functional stakeholders? If so, we want to hear from you!

The Cardiovascular Renal Metabolism (CRM) Field Reimbursement Manager (FRM) is a remote based position within a geographic region. The geography covers the following areas of Raleigh, Durham, Fayetteville & potential other areas.

This role helps minimize access & reimbursement barriers for patients and providers to optimize access and addressing access barriers by strategically working with key customers and accounts to refine policies and solve the most complex patient access issues. The FRM proactively provides education and support on product access programs for community practices, medical groups and facilities, as well as support of account implementation plans. They also develop compliant and customer-centric reimbursement support strategies and proactively communicate payer policy criteria related the product. Additionally, the FRM will analyze reimbursement and access issues and, in conjunction with their manager, act as the local access and reimbursement resource for internal Novartis partners in their assigned geography. The FRM will coordinate cross functionally within Novartis Pharmaceuticals Corporation (NPC) (i.e. ADSAR, Market Access, PSS, Field Sales and applicable third-parties) to support drug accessibility.

## Major Accountabilities

- Subject matter expert on the product payer landscape, proactively provides education to facilities and partners on regional and local payer policies and processes.
- Work with internal partners to build strategic patient access and reimbursement account plans and review franchise, market access, and PSS business plans and objectives.
- Provide insights and updates regarding account implementation plans (e.g. actual level of centralization) to ensure overall territory POA (plan of action) is updated and current.
- Collaborate with ARL and/or ADSAR appropriately to share insights into customer needs, potential barriers and payer issues/opportunities for product access at the facility level.
- Partner with internal and external stakeholders to identify, anticipate and address patient and practice reimbursement issues; Implement updates/changes to POA (plan of action) based on solutions generated to address issues.
- Communicate and explain payer policy updates or system changes that impact access to the product in assigned accounts.

## Diversity & Inclusion / EEO

*The Novartis Group of Companies are Equal Opportunity Employers and take pride in maintaining a diverse environment. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, gender, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.*

## Minimum Requirements

### Education

Bachelor's Degree required. Business and/or biological science education preferred.

### Minimum Requirements

- 5+ years (pharma or biotechnology) or related healthcare industry
- 3+ years' experience in public or private third party reimbursement arena or pharmaceutical industry in managed care, clinical support or sales.
- Superb knowledge and operationalizing experience (revenue cycle management) of buy-and-bill reimbursement pathway.
- Possess a strong understanding of Commercial payers, Medicare B and D plans and state Medicaid in assigned geographic region
- Significant experience in patient assistance support, (i.e. Copay Programs).
- Travel by air or car within and outside the assigned geography required, as needed, to fulfill job responsibilities.
- Must live within assigned territory

### What you'll receive:

Competitive salary, annual bonus, long term incentive for select levels, health insurance, paid vacation/holidays, potential flexible working arrangements, employee recognition program, employee referral program

Why consider Novartis?

769 million. That's how many lives our products touch. And while we're proud of that fact, in this world of digital and technological transformation, we must also ask ourselves this: how can we continue to improve and extend even more people's lives?

We believe the answers are found when curious, courageous and collaborative people like you are brought together in an inspiring environment. Where you're given opportunities to explore the power of digital and data. Where you're empowered to risk failure by taking smart risks, and where you're surrounded by people who share your determination to tackle the world's toughest medical challenges.

Commitment to Diversity & Inclusion:

Novartis embraces diversity, equal opportunity and inclusion. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration, and empowers our people to unleash their full potential.

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

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

We are Novartis. Join us and help us re-imagine medicine.

Division

PHARMA

Business Unit

US PHARMA

Location

USA

Site

Raleigh, NC

Company / Legal Entity

Novartis Pharmaceuticals

Functional Area

Sales

Job Type

Full Time

Employment Type

Regular

Shift Work

No

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