

Patient Navigator in Tempe, AZ or East Hanover, NJ (11:00 a.m. - 8:00 p.m. EST or 9:00 a.m. - 6 p.m. EST) (2 openings)

Job ID
REQ-10054571
Jun 26, 2025
USA

Summary

Your Responsibilities:

Location:

This position will be located at East Hanover, NJ or Tempe, AZ site and will not have the ability to be located remotely. This position will require travel as defined by the business.

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.”

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 pipe-line 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 on-going support 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 patients, caregiver, and customer transactions related to supporting patient access, including intake, case management, communication of benefits verification results, prior authorization and appeals support, specialty pharmacy triage, and on-going 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:

Under the general supervision of the NPS Supervisor, the Case Manager 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, submit start forms (SFs) or required financial assistance. You will also collaborate with your Novartis NPS field counterparts.

The Case Manager will work interactively with internal teams, patients, healthcare providers, pharmacies, NPS field support, and other external parties. The Case Manager team will also support questions around Novartis financial assistance programs. The Case Manager will respond to all patient and customer/provider account inquiries.

This position does not involve the practice of nursing, providing clinical advice or counseling for the patient. 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:

- Interact directly with Health Care Providers, Office Contacts, patients and/or their caregivers via telephonic support and act as a single point of contact and voice for patients regarding their case status and progression to treatment.
- Educate HCPs and patients around the requirement(s) of the pre-treatment patient diagnostic or other clinical preparation (clinical requirements such as ECG, vaccines, REMS requirements etc.) to ensure that patient is ready for prescribed treatment. Handle complex interactions and/or cases as it pertains to navigating treatment preparation (per above) and logistics with exceptional customer service.
- 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, NPS field counterparts, and other external contacts during inbound and outbound phone calls.
- Provide 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 insurances, specialty pharmacies and financial assistance with exceptional customer service.
- Educate patients via on-going 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 judgement 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.

- As applicable, raise innovative ideas which will drive improved efficiency and effectiveness of customer service to Supervisors.

What you'll bring to the role:

- Education: Bachelor's Degree required

[Active Nursing Degree (RN, NP, PA) licensure in state in which he/she resides] [Advanced degree (e.g. RPh, PharmD, RN,PA)]

- Travel requirements:
 - 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.
 - 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 either 9:00 am EST – 6:00 pm EST or 11:00 am EST – 8:00 PM EST
 - 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 include 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, disease state or Rare Disease
- [Risk Evaluation and Mitigation Strategy (REMS)]
- [Bi-lingual, Spanish speaking preferred (as needed)]

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.

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

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.

Division

US

Business Unit

Universal Hierarchy Node

Location

USA

State

Arizona
Site
Arizona
Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Alternative Location 1
East Hanover, New Jersey, USA
Functional Area
Market Access
Job Type
Full time
Employment Type
Regular
Shift Work
No
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2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <mailto:us.reasonableaccommodations@novartis.com>
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Arizona/Patient-Navigator-in-Tempe--AZ-or-East-Hanover--NJ--11-00-am---8-00-pm-EST-or-9-00-am---6-pm-EST----2-openings-_REQ-10054571-1
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Arizona/Patient-Navigator-in-Tempe--AZ-or-East-Hanover--NJ--11-00-am---8-00-pm-EST-or-9-00-am---6-pm-EST----2-openings-_REQ-10054571-1