NOVARTIS

Dermatology Access & Reimbursement Manager (ARM) -Boston, MA

Job ID
REQ-10091588
Ноя. 02, 2026
США

Сводка

#LI-Remote

This is a field-based and remote opportunity supporting key accounts in an assigned geography.

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

Company will not sponsor visas for this position.

The Access & Reimbursement Manager (ARM) is a field-based partner who provides education and support to healthcare accounts on access, reimbursement, coverage, billing, coding, and patient support resources that help patients access prescribed therapies. Serving as the local market access expert, the Access & Reimbursement Manager proactively identifies and resolves reimbursement challenges, analyzes evolving healthcare trends, and helps integrate support programs into account workflows. This role collaborates closely with customers and cross-functional partners to deliver solutions that enhance the patient and provider experience. The Access & Reimbursement Manager also works alongside field and home-office teams, representing Novartis with integrity, collaboration, and a commitment to improving access to care.

About the Role

Key Responsibilities:

- Partner with healthcare providers, practice leaders, billing teams, and other stakeholders to support patient access to prescribed therapies and treatment-related resources.
- Deliver education and guidance on access, reimbursement, coverage, and patient support programs, helping integrate these resources into office workflows and processes.
- Serve as a resource for questions related to product acquisition, ordering, payment, inventory management, and product return and replacement processes.
- Collaborate with customer accounts to navigate reimbursement, claims, prior authorization, denial, appeal, and coverage-related challenges, helping identify practical solutions that support patient access.
- Monitor and communicate changes in payer policies, reimbursement trends, and the evolving healthcare landscape that may impact patients, providers, or internal stakeholders.
- Support the implementation of patient assistance and co-pay programs, helping patients start and remain on appropriate therapy.
- Partner with Patient Support Services and other cross-functional teams to resolve access and reimbursement issues, track cases, and provide education that enhances the customer experience.
- Develop and execute account-specific access and reimbursement plans, including support for buy-and-bill processes, acquisition pathways, and site-of-care considerations across diverse healthcare settings.
- Build relationships with a broad range of non-prescribing stakeholders, including revenue cycle leaders, financial counselors, pharmacists, office administrators, and health system decision-makers.
- Share customer insights, market trends, and access barriers with internal partners while ensuring compliance with all applicable policies, regulations, and adverse event reporting requirements.

Essential Requirements:

- Bachelor’s degree required from 4-year college or university.
- 3+ years of experience in reimbursement, market access, managed care, clinical support, pharmaceutical sales, or a related healthcare environment.
- Experience supporting specialty pharmacy products through specialty pharmacy networks, distributors, or other specialty access channels.
- Knowledge of coding, billing, claims, reimbursement processes, and office-based patient support programs.
- Experience partnering with specialty pharmacies and navigating access and reimbursement considerations across the patient journey.
- Understanding of buy-and-bill reimbursement pathways, including product acquisition, coverage, and payment processes.
- Experience working with injection networks or provider-administered therapies in physician office, clinic, or health system settings.
- Candidate must reside within territory, or within a reasonable daily commuting distance of 60 miles from the territory border. Ability to travel 60-80% over a broad geography is required, with the ability to drive and/or fly within the territory. Must have a valid driver’s license.

Driving is an Essential Function of this Role: Meaning it is fundamental to the purpose of this job and cannot be eliminated. Because driving is an essential function of the role, you must have a fully valid and unrestricted driver's license to be qualified for this role. The company provides reasonable accommodations for otherwise qualified individuals with medical restrictions if an accommodation can be provided without eliminating the essential function of driving.

COVID-19 Vaccine Policy (customer-facing roles only): While Novartis does not require vaccination for COVID-19 or proof of a recent negative test result for COVID-19 at this time, employees working in customer-facing roles must adhere to and comply with customers' (such as hospitals, physician offices, etc.) credentialing guidelines, which may require vaccination. As required by applicable law, Novartis will consider requests for reasonable accommodation for those unable to be vaccinated. This requirement is subject to applicable state and local laws and may not be applicable to employees working in certain jurisdictions. Please send accommodation requests to Eh.occupationalhealth@novartis.com.

For Field Roles with a Dedicated Training Period: The individual hired for this role will be required to successfully complete certain initial training, including home study in eight (8) or fewer hours per day and forty (40) or fewer hours per week.

Novartis Compensation Summary:

The salary for this position is expected to range between $126,600 and $234,000 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.
Read our handbook (PDF 30 MB)

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.

Дивизион
US
Business Unit
Marketing
Место
США
Состояние
Field, US
Сайт
Field Non-Sales (USA)
Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Functional Area
Market Access
Job Type
Full time
Employment Type
Regular
Shift Work
No

Job ID
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