NOVARTIS

Case Manager 2 (Care Navigator)- Multiple Positions

Job ID
REQ-10091808
Ноя. 06, 2026
США

Сводка

#LI-Hybrid

The ideal location for this role is the East Hanover, New Jersey site. Relocation may be possible and requires necessary approvals.

Company will not sponsor visas for this position.

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. 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. 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. 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

Major Accountabilities

- 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

Essential Requirements

- Education: High School Diploma required, associate or BS/BA degree preferred
- Prior Novartis Care Navigator training certifications or equivalent training certifications.
- 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
- 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
- Bi-lingual Spanish speaking 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/9:00 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

Novartis Compensation Summary:

The salary for this position is expected to range between $45,300, and $84,100 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.

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

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
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Business Unit
Marketing
Место
США
Состояние
New Jersey
Сайт
East Hanover
Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Alternative Location 1
Arizona, Arizona, США
Functional Area
Продажи
Job Type
Full time
Employment Type
Regular
Shift Work
No

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