

# Associate Director, Coverage and Access (2 Positions)

Job ID  
REQ-10010611  
Jun 25, 2024  
Estados Unidos

## Resumen

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.

## About the Role

Location: **Hybrid Working Requirements:** Ability to work on-site (East Hanover, NJ or Tempe, AZ) 3 days per week

Reporting to the Director, Coverage & Access, the Associate Director, Coverage Exception will be responsible for overseeing a designated team of Coverage & Access Supervisors. The successful candidate will be responsible for monitoring the team's performance in accordance with enterprise Service Level Agreements (SLAs), Key Performance Indicators (KPIs), and agent metrics. Additionally, the Associate Director will serve as a subject matter expert on enterprise Coverage & Access activities and will have a crucial role in ensuring the compliance of the designated Coverage & Access Specialists team with Novartis policies and procedures. Collaborating closely with other Associate Directors and teams such as Case Management, Central Operations, Performance Excellence, and Data Analytics, this position plays a pivotal role in the overall success of the organization.

## Key Responsibilities:

- Responsible for the daily operations of all aspects of the Coverage & Access Specialist team under their realm of leadership including performance, engagement, people management (growth/coaching/motivation), adherence to agent/company policies/processes, and serves as a systems (Salesforce) and Coverage & Access SME for their direct and indirect reports.

- Demonstrates the ability to problem solve operational and customer services impacts to provide clear, concise direction for all associated Coverage and Access Specialists and Supervisors.
- Oversee [5-7] Supervisors that directly manage and support a team of 10-14 Coverage & Access Specialists each, ensuring operational excellence and aligning with SLAs, KPIs, and agent-specific metrics. Team focus and responsibilities will be one of three areas: Benefits Investigation, Coverage Exceptions or Annual Reverification; however, this role will be expected to have the ability to lead any/all aspects.
- Serves as a Coverage & Access SME for the Learning & Development and Documentation teams on the design, documentation, and administration of role, process, and systems-based trainings, including simulations and certifications.
- Provides oversight of the Supervisor team to ensure coaching for the Coverage & Access Specialists addresses trends identified during audits and calibrations.
- Collaborates with the brand-specific Associate Director, Case Management and other PSC business leads to address reimbursement functions within the patient journey.
- Partners with Central Operations functions for Customer Relations Management (CRM) system operations, technical escalations, and optimization.
- Partners with Director, Coverage & Access to identify operational and technical areas of opportunity.
- Collaborates with Performance, Quality, and Excellence (PQE) to monitor call and system performance of Coverage & Access Specialists. Ensure monitoring outcomes are executed at the individual and team level. Schedule coaching, huddles and other sessions to positively impact overall performance and compliance of team.
- Maintain knowledge of industry trends and best practices.

**What you'll bring to the role:**

**Education:** Bachelor's Degree required; advanced business degree (MBA) preferred

**Internal Engagements:** This position will collaborate with many individuals across PSC Leaders, PSC Operations, Training, Marketing, Legal, People & Organizations, Ethics Risk Compliance, Service Business Partners

**Travel requirements:** Role is office- based in either the Phoenix/Tempe metro area or in East Hanover, NJ with occasional travel between offices (anticipating 20%)

**Hybrid Working Requirements:** Ability to work on-site (East Hanover, NJ or Tempe, AZ) 3 days per week

**Essential Requirements:**

- 5+ years of pharmaceutical industry or related consulting experience
- 2+ years of people management/leadership experience
- Comprehensive knowledge of patient support offerings including benefits verification (pharmacy and/or medical), and payer coverage exception strategies (Prior Auth/Appeal)
- Knowledge of HIPAA regulations, patient privacy, and other Novartis policies
- Strong analytical acumen and ability to apply data driven insights for operational improvements
- Thorough understanding and knowledge of US healthcare economics and the drivers of pharmaceutical demand
- Strategic thinker who can adapt and grow with the evolving Novartis Patient Support landscape
- Ability to build, inspire, and motivate a team
- Proficient in Microsoft Office tools (PowerPoint, Excel) and CRM systems (e.g. Salesforce)
- Demonstrated ability to create presentations for a wide range of audiences within a setting like Novartis

**Preferred Qualifications:**

- Previous management of a Coverage & Access hub or manufacturer team
- Experience with obtaining benefits for rare/orphan, gene therapy, or radio ligand products
- Strong compliance mindset, high level of integrity and ethical judgment, demonstrated experience in fostering compliance with company policies and procedures
- Successful leadership skills managing a team across multiple locations (both remotely and onsite) with direct reports
- Strong ability to collaborate and work cross-functionally within a matrix environment

**Why consider Novartis?**

**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 \$144,000.00 and \$216,000.00/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>

**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>

## EEO Statement:

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.

## 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](mailto: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.

División

US

Business Unit

Innovative Medicines

Ubicación

Estados Unidos

Sitio

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Ventas

Job Type

Full time

Employment Type

Regular

Shift Work

No

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