

# Specialty Pharmacy Coordinator (8 am - 5 pm EST) - Multiple Positions

Job ID  
REQ-10039672  
Feb 21, 2025  
Estados Unidos

## Resumen

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

The Specialty Pharmacy Coordinator (SPC) is responsible for the crucial last part of a patient's journey to ensure fulfillment of the Novartis product that they have been prescribed. Under the general supervision of the Supervisor, Specialty Pharmacy Coordinator, the SPC is responsible for ensuring receipt of complete triage packet to the designated Specialty Pharmacy. The SPC will review, analyze, identify and solve problematic issues and escalations after a prescription has been triaged to Specialty Pharmacy. They also build and develop strong relationships with our SP partners to support all activities that facilitate patients access to the medication.

The SPC utilizes knowledge of SP process, prescription access and reimbursement issues to effectively detect and investigate potential gaps in access to Novartis Medications.

## About the Role

### Key Responsibilities:

- Collaborating with Specialty Pharmacies and Case Management team to resolve triage issues and escalations.
- Monitor relevant reports and dashboards to identify issues and intervene as appropriate to avoid any delay in patient access to the medication.
- Collaborate and support other Patient Support Center agents in addressing Specialty pharmacy related issues.
- Developing relationships with designated Specialty Pharmacy contacts to ensure optimal performance.
- Follow up activities with Specialty Pharmacies (via phone, email, portal/or data feeds) to ensure receipt of Start Forms and other support documents to ensure timely processing by designated pharmacy.
- Monitor triages cases to identify errors, including incomplete Start Forms, and actively work with case management team to address and prevent delay in access to the medication.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.
- 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.

- Accurately and concisely document case notes to inform cross-functional partners on the relevant status details. Professionally and compliantly interact with external customers during outbound phone calls.

### **Essential Requirements:**

- **Education:** High school diploma required. Associate's degree or above preferred.
- Minimum 1 - 2 years of patient services, healthcare, or pharmacy contact center prescription triage capability or service
- Strong critical thinking skills and the ability to multi-task
- Understanding and experience working for or partnering with specialty pharmacies
- Experience working with data entry system(s), case management systems, computer software, and telephone/fax technology
- Knowledge of HIPAA, patient privacy, and other legal policies applicable to working in a patient support center
- Forward thinker who can adapt and grow with the evolving Novartis Patient Support landscape

### **Desirable Requirements:**

- Pharmacy Technician Certification (CPhT)
- Previous experience with SPs, copay card programs, free goods, insurance plans and payer access steps
- Prior experience in successfully implementing pharmacy process improvement strategies to enhance efficiency
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### **Other Work Requirements:**

- Ability to work scheduled hours: 8 am – 5 pm EST
- This job requires you live within 90 miles of the East Hanover site of Novartis.
- Proximity and ability to commute to work onsite in East Hanover, NJ or Tempe, AZ for occasional meetings or events, and one week per month (5 days) with team and leadership
- When working from home, a quiet dedicated space where the employee can work without interruption
- This position will require holiday support
- 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.

The pay range for this position at commencement of employment is expected to be between \$55,000 and \$102,200 per year; however, while salary ranges are effective from 1/1/25 through 12/31/25, 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.

**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 who are focused on building and advancing a culture of inclusion that values and celebrates individual differences, uniqueness, backgrounds and perspectives. 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. We are committed to fostering a diverse and inclusive workplace that reflects the world around us and connects us to the patients, customers and communities we serve.

### **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

Universal Hierarchy Node

Ubicación

Estados Unidos

Estado

New Jersey

Sitio

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Market Access

Job Type

Full time

Employment Type

Regular

Shift Work

No

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