

Senior Supervisor, Case Management (3 Positions, RLT & Oncology))

Job ID

REQ-10018177

Aug 15, 2024

Etats-Unis

Résumé

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. As the Senior Supervisor, Case Management you will be working under the direction of the Associate Director, Case Management. This position is responsible for supporting the day-to-day operations of the NPS Case Management (CM) Team that provides specialty end-to-end case management services for a single brand. The individual in this role will focus on supporting achievement of Key Performance Indicators (KPIs) and Service Level Agreements (SLAs), productivity, quality, and customer service. Responsibilities include helping CMs access / utilize Contact Center technology and relevant knowledge content to efficiently conduct case management and access processes for customers. Critical success factors include specialization in a specific Novartis US brand and the various process/tools to handle interactions, the ability to provide direct coaching for designated agents to ensure optimal performance, and frequent contributions to operational process expansions and enhancements. This position will be located in East Hanover, NJ or the Tempe, AZ site and will not have the ability to be located remotely. This position will require travel as defined by the business. Please note that this role would not provide relocation and only local candidates will be considered.

About the Role

Your responsibilities will include, but are not limited to:

- Lead a team of up to 10-12 customer-facing brand specific Case Managers with responsibility of handling all aspects of patient case management including general inquiries, product / program questions, site specific communication preference management and services such as free trial offer enrollment, co-pay enrollment, adherence enrollment, etc. This work will focus on one of Novartis's therapy areas.
- Oversee the case management system use and best practices for case management supporting the patient journey
- Support the day-to-day operations, escalations, and performance of highly customer-focused contact center which serves customers across channels such as Web, SMS, chatbot, email, e-fax, etc.
- Critical knowledge of patient facing adherence and/or education programs specifically for compliance adherence, agent coaching/performance enhancement and assurance of optimal patient experience.
- Maintain knowledge of programs and customer workstreams for optimal program performance.
- Monitor performance, attendance, and quality at the team level to drive service excellence and KPI and

SLA achievement.

- Work closely with Performance Excellence to monitor call and system performance of agents. Ensure monitoring outcomes are pulled through at the agent and team level. Schedule coaching, huddles and other sessions to positively impact overall performance and compliance of team.
- Identify trends in team behavior and performance to guide coaching, training, and communication; assist in identification of process improvements.
- Manages escalations from Case Managers and provide guidance required to handle customer interactions
- Share and encourage best practices for motivating Case Managers; foster a collaborative team environment; foster a culture of innovation.
- Work with various matrix partners in both the PSC and externally to ensure communication, collaboration and coordination is occurring across teams and that everyone has the information that is needed to do their jobs effectively.

What you'll bring to the role:

- Education:
 - Bachelor's degree required; advanced degree preferred (e.g. RPh, Nursing or other relevant specialty)
- Travel requirements:
 - Proximity and ability to commute to work onsite in East Hanover, NJ or Tempe, AZ up to 1-2 weeks per month and for occasional meetings or events

Experience:

- Required Experience:
 - Minimum 5+ years of Patient Services, Healthcare, or Contact Center experience
 - Three (3+) years of proven end-to-end case management experience with specialty products, including patient facing interactions.
 - Three (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.)
 - Previous leadership, team building, and performance management or Novartis team leadership experience.
 - Strong critical thinking skills and the ability to multi-task
 - Expertise working with data entry system(s), case management systems, computer software, and telephone/fax technology
 - Excellent phone and verbal communication skills – ability to follow oral and written directions
 - Ability to effectively collaborate with various matrixed Novartis teams
 - Forward thinker who can adapt and grow with the evolving Novartis Patient Support landscape
- Desired Experience:
 - Prior experience leading a team in call center environment
- Other Work Requirements:
 - When working from home, a quiet dedicated space where the employee can work without interruption
 - Ability to work the scheduled work hours, which generally will be an 8-hour schedule with two paid rest breaks and an unpaid lunch break. Supervisor schedule hours can be 8 am – 5 pm ET or 11 am – 8 pm ET, Monday through Friday and may fluctuate between the two depending on team

needs. Schedule times are subject to change.

- **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.

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 \$136,800.00 and \$205,200.00/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>

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 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

Innovative Medicines

Emplacement

Etats-Unis

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

Etats-Unis

Functional Area

Ventes

Job Type

Full time

Employment Type

Regular

Shift Work

No

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