

Patient Navigator

Job ID
REQ-10049129

4月 30, 2025

Mexico

摘要

The Case Manager (Patient Navigator) provides specialty brand education and case management support for healthcare providers and patients. From Intake to outcome, NPS Case Managers are dedicated to supporting healthcare providers and patients throughout the journey by providing ongoing education, support, solutions, and dedicated resources to help limit barriers that may hinder appropriate patient outcomes.

Under the general supervision of the NPS Supervisor, the Case Manager is responsible for customer service, support, education, outreach, and case management for patients. 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, enroll, or require financial assistance.

The Case Manager will work interactively with internal teams, patients, healthcare providers, pharmacies, and other external parties. The Case Manager team will also support various patient education and financial assistance functions. The Case Manager will respond to all patient and customer/provider account inquiries.

This position does not involve the practice of nursing, provide clinical advice or counseling for the patient. Documents all interactions with the Novartis Patient Support Center are in compliance with

HIPAA regulations.

About the Role

Your responsibilities will include, but are not limited to:

- The Case Manager interacts directly with Health Care Providers, Office Contacts, patients and/or their caregivers via telephonic support and acts as a single point of contact and voice for patients.
- 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.
- Provides guidance to physician office staff and patients on how to complete and submit all necessary program applications in a timely manner
- 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 insurance, specialty pharmacies and financial assistance with exceptional customer service
- Educates on support resources and information relating to Novartis therapies as prescribed by an HCP, including access offerings, disease state and relevant dosing/administration, treatment reminders within the established guidelines of approved call cadence guides and work instructions
- 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.
- Works on problems of moderate scope where analysis of data requires a review of a variety of factors. Exercises judgment within defined standard operating procedures to determine appropriate action
- Ability to work independently or as a Team member, typically with minimal instruction on day-to-day work, general instructions on new assignments
- Extensive knowledge of HIPAA regulations and follows all company policies
- Provides education and support for Risk Evaluation and Mitigation Strategy (REMS) Program requirements.
- 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.

What you 'll bring to the role:

- Education:
 - Bachelors Degree required

[Active Nursing Degree (RN, NP, PA) licensure in state in which candidate resides] [Advanced degree (e.g. RPh, PharmD, RN,PA) preferred]

- Travel requirements:
 - Proximity and ability to commute to work onsite in Mexico City 3 days per week, as required by our hybrid model and for occasional meetings or events. To be scheduled at the discretion of the business. Onsite expectations one week per month and occasional meetings or training as needed.
- 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/9:30 am - 6:00 pm EST or 11:00 am EST - 8:00 PM EST
 - Must allow for some flexibility on scheduled hours, including weekday and/or weekend overtime if required

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.

Required Experience:

- Previous 5+ years of experience in a specialty pharmacy, medical insurance, reimbursement hub experience, physician 's office, healthcare setting, and/or insurance background preferred
- 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.)
- 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.
- Must follow oral and written directions
- Ability to multitask and balance multiple priorities at once.
- Detail oriented and highly organized
- Computer literacy in with email, video conferencing systems, and data entry/case management systems
- Advanced English.

Preferred Experience:

- Experience working with Salesforce or other CRM platforms
- Strong business acumen
- Oncology or Rare Disease
- Risk Evaluation and Mitigation Strategy (REMS)

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>

部门
US

Business Unit
Innovative Medicines

地点
Mexico

站点
INSURGENTES

Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

[Apply to Job](#)

Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.



Job ID
REQ-10049129

Patient Navigator

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10049129-patient-navigator>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/INSURGENTES/Patient-NavigatorREQ-10049129>
5. <mailto:tas.mexico@novartis.com>
6. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/INSURGENTES/Patient-NavigatorREQ-10049129>