

## Supervisor, Case Management-Novartis Patient Support

Job ID  
REQ-10050693

5月 14, 2025

USA

### 摘要

The location for this role is Phoenix/Tempe metro area. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager.

Travel requirements: Role is office-based in either the Phoenix/Tempe metro area with occasional travel between offices (anticipating 20%).

### About the Role

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 Supervisor, you will be working under the direction of an Associate Director. This position is responsible for supporting the day-to-day operations of a Patient Support Center Team that oversees [brand or brand agnostic] services. 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 the agent access / utilize Contact Center technology and access knowledge / content to efficiently manage relevant patient support processes for customers. Critical success factors include 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.

#### Major accountabilities:

- Lead a team of 10-12 Patient Support Center agents who oversee brand services.
- 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, phone etc.
- Oversee the case management system use and best practices for case management supporting the patient journey
- Escalate opportunities to drive improved efficiency and effectiveness of customer service to the Associate Director.
- 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.

#### Minimum Requirements:

- [Reimbursement: Two (2+) years of proven Reimbursement experience completing Reimbursement activities (benefit verifications, prior authorizations, billing/coding) with specialty products]
- [Case management: Two (2+) years of proven case management experience [with specialty products].
- [Intake: Two (2+) years of general office experience or equivalent training. Minimum of one (1) year of data entry/computer experience in an office or healthcare related environment.]
- Additional experience with completing patient information Intake (data entry, obtaining consents) and Reimbursement activities (benefits checks, prior authorizations, billing/coding) is preferred
- 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 and provide oral and written directions

## Education:

- High School Diploma required; Associates or Bachelor ' s degree preferred

## Novartis Compensation and Benefit Summary:

The pay range for this position at commencement of employment is expected to be between \$77,000.00 and \$143,000.00 per 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.

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. 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](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.

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Business Unit  
Universal Hierarchy Node

地点  
USA

状态  
Arizona

站点  
Arizona

Company / Legal Entity  
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area  
Sales

Job Type  
Full time

Employment Type  
Regular

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Shift Work  
No

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