

ED, Access and Reimbursement NPS CV- East- Remote

Job ID
REQ-10058913

7月 30, 2025

USA

摘要

Location: Remote East

The Executive Director, Leader NPS (Novartis Patient Support) Cardiovascular is in the East geography. This is a remote & field-based role that covers the following, but not limited to: the East Coast, from Maine down to Georgia, and also includes inland states like Michigan and Tennessee. The individual must live within the geography. Travel, as required, and potentially on short notice

The Executive Director (ED), Access & Reimbursement is a remote-based role that serves as a national leader for regionally aligned, Novartis Disease Area Access & Reimbursement field teams. The ED is responsible for co-creating field execution and pull through strategies based on the overarching business strategy and is ultimately accountable for delivering high, pre-defined business impact for the Novartis Pharmaceutical Corporation (NPC). The ED will advocate and motivate regions to deliver consistent acceleration of aligned business objectives and impact, while consistently demonstrating openness for courageous conversations and performance management of their direct reports to enable and bolster a culture-forward team mindset. The ED should continually monitor sentiment on Novartis Patient Support (NPS)-related customer experience and seek to improve by closely partnering with relevant field and headquarter-based associates.

EDs should represent NPC with the highest integrity in accordance with NPC Values and Behaviors. Close cross-functional partnerships and coordination within NPC (e.g., Patient Support Center, Customer Engagement, Marketing, Market Access, Public Affairs, State & Government Affairs, Trade, Specialty Pharmacy Account Management, and other applicable third-party affiliates) is required. The scope and scale of the role will adapt to meet the expanding needs of Novartis.

About the Role

- Attract, coach and retain team of high performing Regional Directors and Access & Reimbursement professionals.
 - Oversee the recruiting, interviewing, hiring, training, and staffing of the management and extended team.
 - Provide frequent, ongoing performance feedback to all direct reports and foster a team-oriented, supportive working environment.
 - Provide ongoing coaching and feedback.
 - Oversee performance management process for all team members and ensure fair, timely resolution of disciplinary process.
 - Foster an environment that rewards accomplishment and encourages the advancement and retention of productive employees.
 - Create and nurture a team culture that embodies NPC Values and Behaviors and drives innovation, performance, and reputation. Seek to enhance your team 's work experience by inspiring them, encouraging curiosity, and leading without authority
- Effectively translate pre-specified national strategy to a regional level to enable appropriate exquisite execution and pull through within you team. Motivate each region to align on national strategy and key business impact metrics.
- Continuously monitor field team operations and seek to identify opportunities to improve efficiencies and effectiveness at a regional and national level.
- Partner closely with Customer Engagement Team to ensure strong collaboration and coordination of field associate activities, business plans, and customer resolutions.
- Integrate with Novartis leadership and collaborate across multi-functional teams (Sales, Marketing, Managed Markets, Operations, Training, Legal, Compliance, etc.) to ensure collaborative and compliant approach to support field success.
 - Develop a strong working relationship and consistently communicate with the Novartis Program Lead in HQ who acts as the liaison to patient programs and services.
 - Elevate challenges, escalations, and/or delay in treatment initiation and continuation; closely partner with all matrix team members to resolve such issues.
 - Facilitate a culture of collaboration and accountability through ongoing cadence discussions with field Leaders, internal partners (NPS Analytics, People & Organization, Commercial Capabilities, Novartis Patient Support, Marketing, Customer Engagement, Commercial Operations) to identify scalable business practices and to problem solve potential field barriers to effective and compliant execution.
- Understand specifics of, and resolve questions associated with, practice and/or patient reimbursement to support on any issues with third party payers.
- Identify opportunities to complement NPC capabilities to strengthen the ability for patients to have access to therapy.

- Collaborate with NPS Analytics to design reports and tools to monitor and achieve pre-specified business objective and aligned impact metrics.
- In addition to national team leadership and accountabilities on team performance, there will be functional leadership requirements to drive impact across the broader cross-portfolio of NPS Access & Reimbursement Teams (i.e., National Payer accountabilities, Specialty Pharmacy accountabilities, field systems and tools, training and team development, culture, compliance etc.).
- Maintain a deep understanding of NPC policies and requirements and perform all responsibilities with integrity and in a manner consistent with company guidance and prescribed Values and Behaviors. Handle Patient Identifiable Information (PII) appropriately (understand and ensure compliance with HIPAA and other privacy laws and regulations and internal Company compliance guidelines). This comes with the added accountability of ensure your teams are also adhering to NPC policies.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

Minimum Requirements

- Minimum of a bachelor ' s degree; advanced degree preferred (Majors preferred: Sciences, Business, Pharmacy, and Healthcare)
- Minimum of 10 years in reimbursement, contract strategy (if applicable), managed care, sales/marketing or related field. At least 5 years leading a regional or local team and managing and collaborating across multiple stakeholders.
- Experience working with highly complex practices and/or health systems to establish access and acquisition pathways.
- Strategic account management experience using a proactive approach to anticipate access hurdles impacting accounts and patient access.
- Deep expertise and experience integrating manufacturer-sponsored patient support programs
- General knowledge of reimbursement pathways (specialty pharmacy, buy-and-bill, retail)
- Experience with specialty products acquired through specialty pharmacy networks and through buy-and-bill process, including expertise in acquisition, billing and coding, claims processing, and reimbursement
- Possess a strong understanding of Commercial payers, Medicare plans and state Medicaid in geographic region.
- Proven track record building, and motivating teams
- Past success in execution of launch strategies and plans
- Strong verbal and written communication skills
- Proven, successful history in leadership and motivational role
- Must live within assigned territory or close to a major airport near geography
- Travel, as required, and potentially on short notice
- Driving is an essential function of this role, meaning it is fundamental to the purpose of this job and cannot be eliminated.
- Because driving is an essential function of the role, you must have a fully valid and unrestricted driver ' s license to be qualified for this role.
- The company provides reasonable accommodations for otherwise qualified individuals with medical restrictions if an accommodation can be provided without eliminating the essential function of driving.

Leadership Competencies

- Expertise in reimbursement and product program support-related needs.
- Experience in Market Access, Specialty Pharmacy, Infusion, Buy/Bill, and specialty biologic product.
- Strong capabilities in the areas of customer focus, collaboration, business acumen, communication, and presentation skills.
- Control business expenses related to field activities at a National level (e.g., travel, customer meetings, etc.) and adequately maintain P & L budget as assigned.
- Expertise in therapeutic space, practice dynamics and common reimbursement and product program support-related needs (oncology and/or diagnostic experience)
- Experience in Reimbursement, Specialty Pharmacy, Buy and Bill, Billing and Coding, Specialty Biologic Injectables, Infusion, and Acquisition and Purchasing.
- Strong capabilities in the areas of patient support services, market access, customer focus, ability to work cross-functionally, launch execution, excellent communication, and presentation skills.
- Control business expenses related to field activities at a regional level (i.e., travel, customer meetings, etc.) and adequately maintain budget as assigned
- The pay range for this position at commencement of employment is expected to be between \$214,900.00 and \$399,100.00 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>

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部门
US

Business Unit
Universal Hierarchy Node

地点
USA

状态
Field, US

站点
Field Non-Sales (USA)

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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