

Director, Reimbursement Insights & Analytics - NS

Job ID
REQ-10062340

10月 09, 2025

USA

摘要

Location:
#LI-Onsite

The Insights and Decision Science (IDS) team is dedicated to enabling improved decision making at Novartis by leveraging data and advanced analytics capabilities to generate actionable insights that drive business growth. We collaborate closely with the US business, bringing insights and challenging ideas to empower smarter, data-driven decision-making. Reporting into the ED, Reimbursement Insights & Analytics, the Dir, Reimbursement Insights & Analytics for Neuroscience plays a crucial role in providing insights and data-driven analytics to support Novartis Patient Support (NDS) Neuroscience Disease State Team and other IDS partners to help align with the Novartis mission to provide reimbursement support for patients and offices.

The Director, Reimbursement Insights and Analytics will lead a team of analysts directly supporting the NPS disease area teams and will help drive performance and shape the future of NPS. Additionally, this role will be a key core team member of the IDS POD for Neuroscience products and additional upcoming pods for other NS launches expected in the near future.

This individual will work closely with our NPS disease area leaders and will be responsible for supporting the day-to-day program oversight with analytics solutions and insights. To do this successfully, this individual will develop the analytics vision and roadmap and help build an insights obsessed team that integrates actionable data to inform a cross-functional team and improve patient support. This individual will be members of NPS Core Program Teams (CPTs), and will partner closely with various cross-functional teams including Patient Support Center, Product, enterprise strategy, vendor management and other near / offshore teams to ensure a seamless analytics experience for our internal and external customers. This role will also partner closely with Payer analytics and Channel analytics functions within the Access & Reimbursement Insights and Analytics to build deeper functional insights as well as collaborate to create enhanced networked insights across NPS and Market Access.

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely. This position will require 20% travel as defined by the business (domestic and/ or international).

About the Role

Key Responsibilities:

- Strong understanding of patient access and reimbursement operations, including patient onboarding, co-pay, adherence and reimbursement services
- Demonstrate deep understanding of the patient services internal and vendor landscape, including Benefit Investigation, Prior Authorization, Co-pay, patient & practice authorizations, consent / opt-outs, and ongoing refill management solutions, for all product archetypes.
- Define and oversee the implementation of an analytics roadmap for NPS disease-area CPTs that delivers reporting and analytics solutions for all collaborators
- Deliver program outcome measurements and help disease team leadership clearly understand program impact and make data-driven decisions.
- Establish operational metrics, KPIs and power stats in partnership with data sources, and oversee the development of operations dashboards that provides insight into performance
- Data storytelling to build a compelling narrative based on complex data and analytics that help influence and advise key strategic decisions for leadership
- Drive decision making via a disciplined, hypothesis-driven approach and shape the findings into leadership presentations highlighting key actions
- Drive operational efficiency by creating root-cause analysis into programs and summarizing recommendations for program and operations leadership
- Coordinate with data vendors and analytics staff for timely delivery of reporting and analytics
- Translate business objectives and inquiries into insights and analytics solutions, including “gold-standard” measure definitions and templates

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely. This position will require 20% travel as defined by the business (domestic and/ or international).

Education: Bachelor ' s Degree required; advanced degree preferred (e.g., MHA, MBA)

Novartis seeks individual with extensive experience in Reimbursement Insights and analytics with a focus on call center / Patient Support Center analytics within the pharmaceutical industry. This individual should have a proven track record of effectively deriving actionable insights and collaborating with stakeholders. A strong analytical background is essential, with the ability to leverage advanced analytical tools and market research to identify opportunities for enhancing market access and understanding customer needs. The candidate should be skilled in analyzing the implications of emerging policies and regulations on pricing models and profitability.

Essential Requirements:

- Minimum 8+ years of analytics experience, showcasing a continuous growth in both responsibility and accountability
- Minimum 5+ years of reimbursement center operational analytics experience; Experience in Patient service/reimbursement analytics, market access analytics, or other related strategic analytics and management consulting a plus
- Proven track record of supporting data-driven decision-making, including assessing and identifying the support needed to address complex business challenges and enable shaping of organizational strategy.
- Results oriented with excellent communication and collaboration skills
- Management experience preferably within a matrix environment or second line leader. Ability to build, inspire, motivate, coach and develop a team
- Comfortable working in ambiguity with the ability to challenge traditional thinking to solve problems
- Demonstrated abilities to influence without authority, lead teams and develop/foster relationships with senior leadership

Novartis Compensation Summary:

The salary for this position is expected to range between \$185,500.00 and \$344,500.00 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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 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.

部门
US

Business Unit
Universal Hierarchy Node

地点
USA

状态
New Jersey

站点
East Hanover

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

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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