

Chargeback / Membership Analyst

Job ID
REQ-10062377

9月 17, 2025

USA

摘要

The Analyst, Institutional Membership, Chargebacks and Rebates will support the Innovative Medicines (IM) US organization with accurate and timely validation of membership eligibility requests for the Institutional contract segment.

This role is required to be in our East Hanover, NJ office 3x/week.

About the Role

Job Responsibilities:

- Process - Create and maintain Indirect/Direct membership information in Model N and SAP. Conduct Class of Trade research to support Government Pricing calculations. Learn and understand how to analyze and validate all chargeback & resubmission lines for wholesaler partners. Work closely with and understand all components of contract administration and

membership. Gain knowledge on all chargeback deductions and reconcile differences with Accounts Receivable team. Become very familiar with our Electronic Data Interchange (EDI) functions and requirements.

- Business Partnering - Understand contract strategies to align customer administration and achieve accurate chargebacks. Demonstrate effective prioritization to ensure timely response for all membership and chargeback inquiries. Communicate with assigned wholesalers, GPO, Specialty Groups, HIBCC, IMS, and HRSA to determine member eligibility. Troubleshoot with Market Access, Government Reporting, EDI, Project Owners, Accounts Receivable, Trade operations to prioritize and review any claim related issues.
- Communication/Team Building - Conduct meetings to achieve issue resolution within the department, with internal customers, wholesalers, specialty distributors, LTC, and GPOs. Maintain systems and logs to track contracts, rebate, chargebacks, and membership issues for accurate reporting to management. Maintain excellent communication with wholesalers to resolve chargeback errors associated with pricing, membership, eligibility, dating and claims data.
- Quality Assurance - Ensure adherence to all standard operating procedures and SOX requirements. Ensure communication to management about identified risks to the department and organization. Identify any areas for improvement and provide actionable feedback. Responsible for adhering to all company and departmental policies and procedures for Chargebacks and EDI functions. Conduct user testing of the Model N system as needed and coordinate with IT to implement EDI 844, 845 and 849 communications.
- Data Analytics/Super user: Utilize internal dashboards, GPO rosters and internal tracking logs to identify membership trends and eligibility issues.

Essential Requirements:

- Bachelor ' s degree required
- 1+ years of analytical experience
- Proficiency in computer applications, including Microsoft Office, Outlook, and Adobe Acrobat
- Superior proof reading and organizational skills; detail oriented and self-directed
- Ability to research and respond to complex customer issues with reasoned judgment

Desirable Requirements:

- Degree subject area in Finance, Accounting or Business Administration
- Proficiency with life science applications - Model N. Deal Management and SAP and/or working knowledge of class of trade and customer identifiers

Benefits & Rewards

The salary for this position is expected to range between \$60,600 and \$112,600 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.

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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
Audit & Finance

Job Type
Full time

Employment Type
Regular

Shift Work

No

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