

Specialty Pharmacy Coordinator

Job ID
REQ-10062604

10月 02, 2025

Mexico

摘要

The Specialty Pharmacy Coordinator is responsible for the crucial last part of a patient's journey to ensure fulfillment of the Novartis product that they have been prescribed. Under the general supervision of the Supervisor, Specialty Pharmacy Coordinator, the SPC is responsible for ensuring receipt of complete triage packet to the designated Specialty Pharmacy. The SPC will review, analyze, identify and solve problematic issues and escalations after a prescription has been triaged to Specialty Pharmacy. They also build and develop strong relationships with our SP partners to support all activities that facilitate patients access to the medication.

The SPC utilizes knowledge of SP process, prescription access and reimbursement issues to effectively detect and investigate potential gaps in access to Novartis Medications. The individual in this role will focus on achievement of Key Performance Indicators (KPIs) and Service Level Agreements (SLAs), productivity, quality, and customer service

About the Role

Your responsibilities will include, but are not limited to:

- Collaborating with Specialty Pharmacies and Case management team to resolve triage issues and escalations.
- Monitor relevant reports and dashboards to identify issues and intervene as appropriate to avoid any delay in patients access to the medication.
- Collaborate and support other Patient Support center agents in addressing Specialty pharmacy related issues.
- Developing relationships with designated Specialty Pharmacy contacts to ensure optimal performance.
- Follow up activities with Specialty Pharmacies (via phone, email, portal/or data feeds) to ensure receipt of Start Forms and other support documents to ensure timely processing by designated pharmacy.
- Monitor triage cases to identify errors, including incomplete Start Forms, and actively work with case management team to address and prevent delay in access to the medication.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.
- 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.
- Accurately and concisely document case notes to inform cross-functional partners on the relevant status details.
- Professionally and compliantly interact with external customers during outbound phone calls.

What you ' ll bring to the role:

Education: High School Diploma required; Associate degree or above preferred

Required Experience:

- Minimum 1 - 2 years of patient services, healthcare, or pharmacy contact center prescription triage capability or service
- Strong critical thinking skills and the ability to multi-task
- Understanding and experience working for or partnering with specialty pharmacies
- Experience working with data entry system(s), case management systems, computer software, and telephone/fax technology
- Knowledge of HIPAA, patient privacy, and other legal policies applicable to working in a patient support center
- Forward thinker who can adapt and grow with the evolving Novartis Patient Support landscape

Preferred Experience:

- Bachelor ´ s degree preferred but not required.
- Strong interpersonal, communication, influencing and analytical skills
- Ability to manage multiple projects and consistently meet deadlines

- Previous experience with SPs, copay card programs, free goods, insurance plans and payer access steps
- Prior experience in successfully implementing pharmacy process improvement strategies to enhance efficiency.

Other requirements:

- Proximity and ability to commute to work onsite in Mexico City for occasional meetings or events, and one week per month (5 days) with team and leadership
- Requires being in person as needed during employee training and onboarding

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>

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部门
US

Business Unit
Universal Hierarchy Node

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

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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.



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