# Area Reimbursement Lead - IN, KY, MI, OH, WV Territory - Remote

Job ID
REQ-10071793

2  11, 2026

USA

#LI-Remote

The Area Reimbursement Leader (ARL) – Cardiovascular is a field-based role responsible for leading a team of Access Reimbursement Managers (ARMs) in an assigned geography while also contributing directly to account and customer support. As a coach/player, the ARL balances leadership responsibilities with hands-on support of accounts, stepping in to assist with complex access and reimbursement issues to address workload challenges across the team when necessary. The ARL also partners closely with the Associate Director, Access & Reimbursement (ADAR) and reports directly to the Regional Director (RD). Together, the ARL and ADAR ensure comprehensive access support for large systems of care, complex accounts, and field-based initiatives.

The ARL drives the execution of strategic goals, minimizes reimbursement barriers for patients and providers, and ensures alignment with business priorities, compliance, and operational excellence.

In alignment with the RD and ADAR, the ARL will ensure timely communication of issues, trends and

events that may impact the Plan of Action (POA) to the various internal cross-functional stakeholders (e.g., Customer Engagement-Field Sales Area Business Leader and Account Management, Novartis Patient Support, Marketing, Market Access roles, Trade, Specialty Pharmacy Account Management, ERC and Legal as needed, and applicable third-party affiliates).

This is a remote and field-based role that covers, but is not limited to, the following locations:

-Indiana
-Kentucky
-Michigan
-Ohio
-West Virginia

The associate must reside within the territory or within a reasonable daily commuting distance (up to 60 miles) from the territory border.

## About the Role

Major Accountabilities

Field Management and Leadership

- Lead, develop, and coach a team of ARMs to achieve and exceed business goals, objectives, and metrics.
- Develop, communicate and cascade Cardiovascular ARM strategies, plans, objectives and metrics and align these with the overall ARM and community-based strategies as appropriate.
- Guide, coach and mentor field team (including helping to solve complex reimbursement issues) as well as conduct regular field rides with ARMs to gain first-hand knowledge of customer access concerns and questions.
- Create and implement area-level strategic plans incorporating data insights, resource utilization, and actionable goals to enhance patient access.
- Act as the key conduit between ARM teams and internal stakeholders, ensuring the timely escalation of access and reimbursement challenges.
- Manage performance evaluations, providing actionable feedback through field contact reports, and continuous feedback throughout the year.
- Collaborate with the RD to ensure alignment of ARM team objectives with area and regional strategies.
- National and Regional Leadership Support: lead projects and initiatives at area, regional, and national levels to support organizational priorities.
- Manage travel, budget, and expenses in alignment with organizational policies and expectations.
- Maintain a deep understanding of NPC policies and requirements and perform all responsibilities with integrity and in a manner consistent with company guidance and policies, relevant state and federal laws and regulations, 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 ensuring your team is also adhering to NPC guidance and policies and relevant state and federal laws and regulations.

- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

## Coach/Player Responsibilities

- Serve as an access and reimbursement expert within assigned accounts and customers in addressing complex scenarios, including but not limited to:Navigating payer policies, billing, and coding challenges.Developing and implementing solutions for access hurdles in centralized and decentralized systems of care.Facilitating education and integration of manufacturer support programs into office workflows.
- Support ARMs by managing relationships with key decision-makers at accounts, including alternate sites of care.
- Collaborate with ARMs to provide tailored solutions for local coverage issues, payer policy changes, and other access barriers.
- Provide hands-on support for accounts requiring additional resources or expertise due to workload constraints or complexity.

## Field Coordination and Integration

- Actively contribute to seamless integration of access and reimbursement insights into broader field efforts, leveraging expertise from ARMs and ADARs.
- Facilitate knowledge-sharing and collaboration between ARMs and ADARs to optimize resource utilization and improve access outcomes.
- Build relationships with key accounts and stakeholders to establish trust, anticipate needs, and drive resolution of complex reimbursement issues.

## Key Performance Indicators

- Responsible for meeting and exceeding designated NPS Cardiovascular TA objectives. This includes, but is not limited to, the successful hiring of the best talent and development of team.
- Overall customer satisfaction and awareness related to NPS programs and access support.
- Effectively assess the development needs of ARMs and initiate activity to ensure customers on assigned target list and within assigned geography are aware of and know how to access CV therapies and utilize available programs to support CV patients.
- Adherence with IM-US Company guidance and policies, relevant state and federal laws and regulations.

## Minimum Requirements

- Bachelor's Degree required. Advanced degree preferred.
- 2+ years prior first-line leadership experience preferred. For internal Novartis associates,

enrollment in or successful completion of the Novartis Leader Development Program (ELDP or SMDP), plus a minimum of 5 years of experience in Access & Reimbursement, Market Access, and/or Patient Services, may be considered as qualifying criteria. 5+ years of Access & Reimbursement experience (Buy-and-Bill experience strongly preferred)

- Must demonstrate excellent working knowledge of reimbursement and practice management environment.
- Possess strong understanding of Commercial payers, Medicare plans and state Medicaid in geographic region.
- Experience in patient assistance support, reimbursement support and other access programs.
- Travel, as required, and potentially on short notice.
- Candidate must live within assigned geographic area
- 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.

Preferred Qualifications

- Excellent communication skills and ability to coordinate/manage large projects/initiatives.
- Strong financial planning, analysis & management skills: has built territory and account-specific business plans that meet and exceed targeted goals and objectives
- Strong teamwork orientation and partnering skills: proven track record or working collaboratively, efficiently, and effectively with multiple internal/external partners
- Able to organize and prioritize the work of others; as such, has exceptional personal organizational & time management skills
- Optimized use of resources: knows what/who to use and when for optimal business results, customer and stakeholder relations
- Outstanding influencing, presentation skills demonstrable through considerable achievements in the past and key accounts of responsibility
- Strong customer orientation focus
- Strong capabilities in the areas of decision making, teamwork and collaboration, business acumen, managing change, and strategic agility.

The salary for this position is expected to range between $168,000 - $312,000 USD 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.

Company will not sponsor visas for this position.

The individual hired for this role will be required to successfully complete certain initial training, including home study, in eight (8) or fewer hours per day and forty (40) or fewer hours per week.

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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

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

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.

US

Business Unit
Marketing

USA

Field, US

Field Non-Sales (USA)

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

Alternative Location 1
Cincinnati (Ohio), Ohio, USA

Alternative Location 2
Detroit (Michigan), Michigan, USA

Alternative Location 3
Indianapolis (Indiana), Indiana, USA

Alternative Location 4

Louisville (Kentucky), Kentucky, USA

Functional Area
Market Access

Job Type
Full time

Employment Type
Regular

Shift Work
No

function adjustKalturaPlayer() { var deviceWidth = window.innerWidth || document.documentElement.clientWidth || document.body.clientWidth; var mediaElement = document.getElementById("kalturaplayer69920f9748674714638104"); var mediaContainer = mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px"; var originalWidthValue = parseFloat(originalWidth); var originalHeightValue = parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; //Get computed styles of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var finalWidth = parseFloat(parentStyles.width); if (finalWidth var config = { targetId: "kalturaplayer69920f9748674714638104", provider: { widgetId: "1Om7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: { disable: true }, "playkit-js-transcript":{ position: "right", //Default bottom;(' left' , ' right', ' top' , 'bottom' ) to enable transcript. expandMode: "over", //Default alongside;(' alongside', ' hidden' , 'over' ) expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable: true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true }; config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true }; config.ui.uiComponents = []; config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {}; config.plugins.googleTagManager.containerId = 'GTM-57RJQ5'; config.plugins.googleTagManager.customEventsTracking.custom = []; config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } };

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try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); setTimeout(() => {
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===
'function') { otherPlayer.pause(); } }); }); }); } } catch (e) { console.error(e.message) }
```



VIDEO

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