NOVARTIS

Case Manager 2 (Care Navigator 2)

Job ID
REQ-10092253

十一月 20, 2026

Mexico

摘要

#LI-Hybrid
Location: Mexico City, Insurgentes

Contract Type: Tu contrataci ó n ser á por tiempo indeterminado desde el inicio (es decir fija), y estar á sujeta a un periodo de capacitaci ó n establecido por ley. Este periodo durar á 3 meses y al t é rmino del mismo, se evaluar á si se cumplieron satisfactoriamente los objetivos de la capacitaci ó n, y con base en ello, se determinar á la continuidad de la relaci ó n laboral. El periodo de capacitaci ó n no cambia la naturaleza de la posici ó n ni afecta tu antig ü edad, simplemente nos permitir á confirmar si realmente existe o no un buen ajuste entre las responsabilidades el puesto, los indicadores de servicio y tu desempe ñ o. Nuestra expectativa, desde luego, es que tu proceso sea exitoso y construyas una cerrera con nosotros.

Reimagining Medicine Starts With Our People

The Case Manager 2 (Care Navigator 2) serves as the dedicated point of contact for patients, caregivers, healthcare providers, and internal partners throughout the treatment journey. This role helps patients gain timely access to prescribed therapies by providing support with onboarding,

benefits verification, insurance navigation, financial assistance programs, and ongoing case coordination. The Care Navigator delivers a seamless, compassionate, and compliant experience while partnering closely with healthcare professionals and cross-functional teams to remove barriers to treatment and support positive patient outcomes.

About the Role

Key Responsibilities

Patient & Provider Support

- Serve as the primary contact for patients, caregivers, and healthcare professionals throughout the therapy journey.
- Guide customers through onboarding, benefits investigations, insurance verification, prior authorizations, and financial assistance processes.
- Provide timely, accurate, and empathetic support through approved communication channels.
- Educate patients and healthcare providers on available support services and program requirements.

Case Management & Coordination

- Manage patient cases from initiation through resolution, ensuring accurate documentation and follow-up.
- Coordinate with internal stakeholders to support continuity of information and patient care.
- Resolve complex access, reimbursement, and financial assistance issues while maintaining compliance with company policies and procedures.
- Monitor case progress and proactively identify potential barriers to therapy access.

Operational Excellence

- Develop expertise within an assigned territory and patient support programs.
- Maintain complete and accurate case documentation in relevant systems.
- Meet established productivity, quality, and service-level expectations.
- Support continuous improvement initiatives and contribute to a culture of patient-centered service.

Essential Requirements

Education

- High School Diploma or equivalent required.
- Associate's or Bachelor's degree in Healthcare, Business, Social Services, Nursing, Communications, or a related field preferred.

Experience

- Experience in patient services, healthcare customer support, case management,

reimbursement, benefits investigation, healthcare navigation, contact center operations, or a related field.
- Experience interacting with patients, caregivers, healthcare providers, or insurance organizations.
- Experience managing multiple priorities in a fast-paced environment.

Skills

- Strong verbal and written communication skills.
- Demonstrated empathy, professionalism, and customer focus.
- Critical thinking and problem-solving abilities.
- Ability to navigate complex healthcare processes and systems.
- Strong organizational skills and attention to detail.
- Ability to learn quickly and adapt to changing business needs.
- Proficiency with CRM systems, Microsoft Office applications, and case management tools.

Preferred Qualifications

- Experience supporting specialty pharmacy, reimbursement, patient access, or patient support programs.
- Knowledge of healthcare insurance processes, prior authorization, and financial assistance programs.
- Bilingual communication skills where applicable.
- Experience working in a regulated healthcare or pharmaceutical environment.

Commitment to Diversity & Inclusion
Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Accessibility and accommodation

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 tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condici ó n m é dica o discapacidad, necesita una adaptaci ó n razonable para cualquier parte del proceso de contrataci ó n, o para desempe ñ ar las funciones esenciales de un puesto, env í e un correo electr ó nico a tas.mexico@novartis.com y perm í tanos conocer la naturaleza de su solicitud y su informaci ó n de contacto. Incluya el n ú mero de posici ó n en su mensaje.

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: 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
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Marketing

地点
Mexico

站点
INSURGENTES

Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmac é utica S.A. de C.V.

Functional Area
Market Access

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6b00cfb29f352450754986", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop: false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [{ presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: kPlayer.ui.components.Remove }] } }; // Check and add plugins only if they exist if (kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if (kPlayer.plugins["transcript"]) { config.plugins["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 }; } if (kPlayer.plugins["preventSeek"]) { config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; } config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if (kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (kPlayer.plugins["googleAnalytics"]) { 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 } }; }

// Ensure the global player registry array always exists, regardless of embed type. window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise = thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to capture the player directly. thumbEmbedPromise .then(function(player) { window.kalturaPlayerVideos.push(player); // Notify kaltura datalayer.js that a new player is ready so it can // attach custom event listeners immediately, regardless of when // the user clicked the thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', { detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) { console.error(e.message) }

Ajustes de accesibilidad

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