NOVARTIS

Dermatology Access & Reimbursement Manager (ARM) - Boston, MA

Job ID
REQ-10091588
Nov 02, 2026
LOC_US

About the Role

Key Responsibilities:

- Partner with healthcare providers, practice leaders, billing teams, and other stakeholders to support patient access to prescribed therapies and treatment-related resources.
- Deliver education and guidance on access, reimbursement, coverage, and patient support programs, helping integrate these resources into office workflows and processes.
- Serve as a resource for questions related to product acquisition, ordering, payment, inventory management, and product return and replacement processes.
- Collaborate with customer accounts to navigate reimbursement, claims, prior authorization, denial, appeal, and coverage-related challenges, helping identify practical solutions that support patient access.
- Monitor and communicate changes in payer policies, reimbursement trends, and the evolving healthcare landscape that may impact patients, providers, or internal stakeholders.
- Support the implementation of patient assistance and co-pay programs, helping patients start and remain on appropriate therapy.
- Partner with Patient Support Services and other cross-functional teams to resolve access and reimbursement issues, track cases, and provide education that enhances the customer experience.
- Develop and execute account-specific access and reimbursement plans, including support for buy-and-bill processes, acquisition pathways, and site-of-care considerations across diverse healthcare settings.
- Build relationships with a broad range of non-prescribing stakeholders, including revenue cycle leaders, financial counselors, pharmacists, office administrators, and health system decision-makers.
- Share customer insights, market trends, and access barriers with internal partners while ensuring compliance with all applicable policies, regulations, and adverse event reporting requirements.

Essential Requirements:

- Bachelor’s degree required from 4-year college or university.
- 3+ years of experience in reimbursement, market access, managed care, clinical support, pharmaceutical sales, or a related healthcare environment.
- Experience supporting specialty pharmacy products through specialty pharmacy networks, distributors, or other specialty access channels.
- Knowledge of coding, billing, claims, reimbursement processes, and office-based patient support programs.

- Experience partnering with specialty pharmacies and navigating access and reimbursement considerations across the patient journey.
- Understanding of buy-and-bill reimbursement pathways, including product acquisition, coverage, and payment processes.
- Experience working with injection networks or provider-administered therapies in physician office, clinic, or health system settings.
- Candidate must reside within territory, or within a reasonable daily commuting distance of 60 miles from the territory border. Ability to travel 60-80% over a broad geography is required, with the ability to drive and/or fly within the territory. Must have a valid driver's license.

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.

COVID-19 Vaccine Policy (customer-facing roles only): While Novartis does not require vaccination for COVID-19 or proof of a recent negative test result for COVID-19 at this time, employees working in customer-facing roles must adhere to and comply with customers' (such as hospitals, physician offices, etc.) credentialing guidelines, which may require vaccination. As required by applicable law, Novartis will consider requests for reasonable accommodation for those unable to be vaccinated. This requirement is subject to applicable state and local laws and may not be applicable to employees working in certain jurisdictions. Please send accommodation requests to Eh.occupationalhealth@novartis.com.

For Field Roles with a Dedicated Training Period: 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.

Novartis Compensation Summary:

The salary for this position is expected to range between $126,600 and $234,000 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.

Role Requirements

Division
DIV_IU
Business Unit
Marketing
Location
LOC_US
Site
Field Non-Sales (USA)
Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Functional Area
FCT_MA
Job Type
Full time
Employment Type
Regular
Shift Work
No
Apply to Job

Job ID
REQ-10091588

Dermatology Access & Reimbursement Manager (ARM) -Boston, MA

Apply to Job

Source URL: *https://jobapi.novartis.com/req-10091588-dermatology-access-reimbursement-manager-arm-boston-ma*

List of links present in page

1. https://jobapi.novartis.com/req-10091588-dermatology-access-reimbursement-manager-arm-boston-ma
2. mailto:Eh.occupationalhealth@novartis.com
3. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Field-Non-Sales-USA/Dermatology-Access---Reimbursement-Manager--ARM---Boston--MA_REQ-10091588-1
4. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Field-Non-Sales-USA/Dermatology-Access---Reimbursement-Manager--ARM---Boston--MA_REQ-10091588-1