

Associate Director, Cardiovascular Access & Reimbursement – Knoxville

Job ID

REQ-10080578

Sep 30, 2026

LOC_US

About the Role

Key Responsibilities:

- Partner with complex healthcare accounts to support patient access and reimbursement needs across the care continuum.
- Build trusted relationships with providers, administrators, revenue cycle leaders, billing and coding teams, pharmacy stakeholders, and health system decision-makers.
- Educate customers on access, reimbursement, payer coverage, claims management, and patient support resources using approved materials and strategies.
- Analyze reimbursement and access challenges, identify barriers to treatment, and help develop practical, compliant solutions to improve patient access.
- Serve as a subject matter expert on regional and local reimbursement dynamics, payer policies, and evolving healthcare market trends.
- Support implementation and pull-through of coverage decisions, proactively communicating changes that may impact patient access or account operations.
- Provide guidance on product acquisition and buy-and-bill processes, including inventory management, ordering, billing workflows, alternate distribution channels, and sites of care.
- Collaborate closely with Patient Support Services and cross-functional partners to facilitate issue resolution, case management support, and customer education.
- Share customer insights, reimbursement trends, and market dynamics with internal stakeholders to inform strategy and enhance customer support.
- Develop and execute territory-specific access and reimbursement plans that drive meaningful patient access while maintaining the highest standards of integrity and compliance.

Essential Requirements:

- Bachelor's degree required from 4-year college or university.
- 5+ years' experience within the pharmaceutical or biotech industry supporting Patient Services, Market Access, Sales, Account Management, or related functions, including 2+ years in a patient support role for specialty products.
- Demonstrated experience partnering with complex healthcare practices, health systems, and provider networks to support patient access and acquisition pathways.
- Proven ability to manage strategic accounts, identify potential access barriers, and proactively develop solutions that support positive patient outcomes.
- Deep understanding of manufacturer-sponsored patient support programs and their integration into healthcare office workflows.
- Experience supporting specialty products distributed through Specialty Pharmacy networks and channels.
- Strong knowledge of reimbursement and product access pathways, including specialty pharmacy, buy-and-bill, and retail distribution models.
- Candidate must reside within territory, or within a reasonable daily commuting distance of 100 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 \$160,300 and \$297,700 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

Alternative Location 1

LOC_US

Functional Area

FCT_MA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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