



**Job Title:** CeQur Cares™ Inside Sales Advocate

**Department:** CeQur Cares

**Reports To:** CeQur Cares Manager

---

CeQur® Corporation develops and commercializes a convenient, discrete, and simple-to-use wearable insulin delivery device that easily integrates into patients' daily lives. CeQur Simplicity™ is an Insulin Patch designed to revolutionize insulin delivery and simplify the lives of people with diabetes by providing injection free dosing. CeQur Simplicity™ is FDA cleared.

At CeQur, we aim to provide solutions for people with diabetes that are profoundly simple and clinically effective. We are gaining tremendous momentum already and have built a leadership team and board that comprises of accomplished and respected industry experts. We are looking for like-minded A+ team players to join our team to help make a difference and build a legacy while driving penetration of our therapies. CeQur values a collaborative and creative mindset, where each team member is encouraged to contribute to our processes, decisions, planning and company culture.

#### **Position Overview:**

The CeQur Cares™ Inside Sales Advocate functions as the operational anchor of the patient process bridging Specialty Pharmacy, Market Access, the Clinical team, and Field Sales. The Inside Sales Advocate owns the prescription journey from the time it's received through shipment, successful training and completion of the retention pathway, ensuring accuracy, communication, and efficiency at every step. This is a key role in the organization that requires a broad range of knowledge in healthcare and healthcare reimbursement, diabetes, medical device and customer experience that you will rely on often to navigate customers through the journey with understanding of what it means to live with Diabetes. Throughout the navigation process you will draw on your excellent communication skills with patience and empathy to connect with the customer and work across Physicians, Health Plans, Pharmacies, PBMs, Specialty Pharmacies and other entities to ensure an unparalleled customer experience. The ideal candidate will demonstrate the ability to work effectively in a key cross-functional role with internal and external stakeholders. This role will be remote with minimal travel for business meetings and training.

#### **Responsibilities:**

- The Inside Sales Advocate manages the operational flow and prescription journey of each customer from prescription receipt to shipment, training, and through the retention pathway
- They lead and facilitate all pipeline calls to ensure consistent follow-up, progress tracking, and communication with Territory Managers, Clinical Diabetes Specialist and Specialty Partners
- Ensures accurate, complete, and timely Salesforce records while coordinating with pharmacies, HCP offices, insurance companies and Territory Managers to advance each case



- Coordinates prior authorization and appeal processes providing operational assistance to pharmacies, healthcare professionals, and Territory Managers
- Validate and maintain complete prescription data in Salesforce
- Communicate with HCP offices and pharmacy partners to resolve missing or delayed information
- Escalate barriers to Market Access and leadership
- Identify recurring denials, prior authorization delays, and formulary issues that impact patient access
- Document these trends within Salesforce and communicate to leadership to support proactive resolution and long-term coverage expansion

**Education and Experience Minimum Requirements:**

- Bachelor's Degree
- 2 years in a healthcare related contact center, reimbursement, medical device or Diabetes related experience
- 1-3 years' sales experience preferably in medical device, pharmaceutical, healthcare or consumer product related field
- Call center/customer service experience required. This position has a call queue participation requirement
- Experience with pharmacy and employer level benefits, prior authorization and appeals is preferred
- Extensive knowledge and experience with supporting customers with diabetes is preferred
- Ability to anticipate customer needs and use best judgment in conversations, while identifying and escalating issues requiring management support
- Excellent oral and written communication skills

**Preferred Skills and Competencies:**

- Knowledge and understanding of the managed care industry
- Knowledge of and experience supporting customers in the diabetes field
- Pipeline Management: Ability to effectively manage a sales pipeline to move leads through a short-term sales cycle with speed, precision and transparency to other team members

**Physical Requirements:**

- Requires sitting and standing associated with a normal office environment
- Manual dexterity needed for using a calculator and computer keyboard
- Lightweight lifting may be required