



Doctor Claude Ndlovu

GEMS

Doctor Ndlovu is a seasoned healthcare executive and medical doctor with more than two decades of experience spanning medical schemes administration, managed care, health policy, provider relations, and clinical governance.

He has held senior leadership positions at the South African Medical Association (SAMA), Medscheme, and Discovery Health, where he contributed to reimbursement policy, managed care strategy, provider engagement, clinical governance, and healthcare risk management. His career also includes frontline clinical experience as a Fund Manager at Netcare 911, a medical repatriation flight doctor, emergency physician, and surgical registrar.

As Chief Healthcare Officer, Doctor Ndlovu brings a pragmatic, outcomes-driven approach to advancing clinical and health benefits strategy, strengthening provider partnerships, promoting value-based care, and enhancing clinical governance, coding integrity, quality measurement, and fraud risk controls.

Fluent in English, isiZulu, and isiXhosa, he combines extensive healthcare leadership experience with a strong commitment to inclusive, member-centred healthcare. He is currently pursuing an LLM in Health Law, further deepening his expertise in the legal and regulatory dimensions of healthcare.

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