



**Behavioral Health  
Department**

Alameda County Health



## Welcome, Arlene Pabustan

### Patient Services Supervisor

I am pleased to announce the appointment of Arlen Pabustan, Patient Services Supervisor to the **Finance Division, Billing & Benefits Support Unit**.

**Arlene** joined the **Billing & Benefits Support unit** on **April 14, 2025**, and reports directly to **Jessica Clark, Client Benefits and Accounts Manager**.

Arlene has more than 23 years of dedicated public service experience. She began her career in Public Health as a Health Educator, later transitioning to Social Services as an Eligibility Technician with the specialized ***Craig v. Bonta*** unit in San Joaquin County. For the past 12 years, she has served as a Health Insurance Technician with Alameda County.

Throughout her tenure, Ms. Pabustan has demonstrated exceptional leadership and supervisory capabilities. She has successfully mentored staff, enhanced operational efficiency, and played a key role in the development and implementation of the SmartCare workflow. This initiative significantly streamlined insurance data entry processes, improving both accuracy and productivity across the unit. Her in-depth knowledge of public assistance programs – including Medicare, Medi-Cal, SSA/SSI Disability, and the Affordable Care Act – along with her expertise in HIPAA compliance and the State MEDS system, has made her an invaluable resource to both internal teams and the community. Her commitment to service continues to benefit Alameda County's most vulnerable populations.

Outside of work, she enjoys hiking, traveling, local food spots, and spending time with family and friends. Please join us in welcoming Arlene in her new role within our department!



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