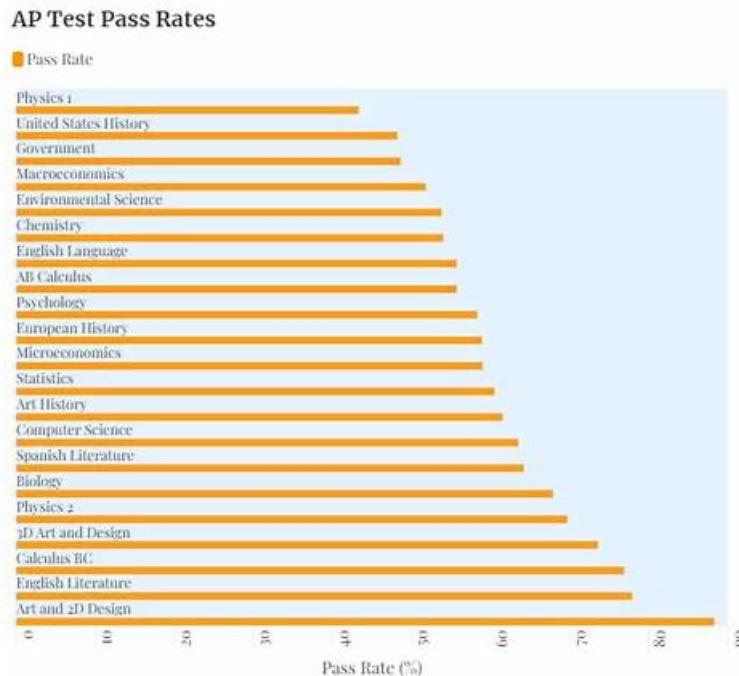


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Salesforce Health Cloud Accredited Professional Sample Questions (Q66-Q71):

NEW QUESTION # 66

Prior to go-live for Bloomington Caregivers, a consultant loads the future system users into Salesforce. Which two out-of-the-box permission sets should the consultant assign to the users to give them access to Health Cloud? Choose 2 answers

- A. Health Cloud User

- B. Health Cloud permission set license
- C. Health Cloud Foundation
- D. Health Cloud Platform permission set license
- E. Health Cloud Standard

Answer: B,D

NEW QUESTION # 67

How should a consultant recommend modeling a physician's locations of service, when the physician practices at multiple hospitals and clinics?

- A. Account Contact Relationship
- B. Healthcare Practitioner Facility
- C. Healthcare Provider Relationship
- D. Healthcare Taxonomy

Answer: B

NEW QUESTION # 68

A provider is looking to implement Utilization Management in Health Cloud and submit and track prior authorizations.

Which two capabilities should a consultant customize to achieve this?

Choose 2 answers

- A. Create a new UtilizationManagementSettings record in Custom Settings.
- B. Customize the Service Request object.
- C. Create a new Support Process to match the customer's process steps.
- D. Integrate using MuleSoft Direct for electronic Prior Authorizations (ePA).

Answer: B,D

Explanation:

Health Cloud supports Utilization Management (UM) through the Service Request object, which tracks prior authorization requests, and through integration with electronic prior authorization systems using MuleSoft.

Customize the Service Request object:

Extract:

"The Service Request object is at the core of the Utilization Management process in Health Cloud. You can customize fields, page layouts, and automation to match your business processes for prior authorization." (Source: Administer Health Cloud - Utilization Management) Integrate using MuleSoft Direct for ePA:

Extract:

"Integrate Health Cloud Utilization Management with external systems using MuleSoft Direct, enabling electronic submission and tracking of prior authorizations." (Source: Administer Health Cloud - Utilization Management Integration) Why not B or D?

There is no standard custom setting called UtilizationManagementSettings for this process.

Support Process is more for standard Salesforce Cases and not directly linked to Utilization Management flows in Health Cloud.

NEW QUESTION # 69

Bloomington Caregivers is currently in the process of updating its systems as part of a corporate-wide digital transformation initiative. Which two considerations should a consultant include when configuring security, sharing, and visibility rules in Health Cloud to meet a healthcare organization's needs?

Choose 2 answers

- A. Review Salesforce documentation and implement a standardized security and visibility model.
- B. Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.
- C. Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.
- D. Ensure that data mask is used in production to appropriately manage protected health information (PHI).

Answer: B,C

Explanation:

When configuring security, sharing, and visibility in Salesforce Health Cloud, consultants must consider healthcare-specific requirements such as HIPAA, GDPR, and organizational policies. Two critical considerations are:

B . Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.

Healthcare data involves PHI (Protected Health Information), which requires strict compliance with HIPAA and regional regulations. Consultants must tailor security models to meet specific privacy and compliance requirements.

C . Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.

Regulations change, and so do organizational needs. Security and sharing rules must be reviewed and updated periodically to ensure ongoing compliance and relevance.

Why not the others?

A . Ensure that data mask is used in production to appropriately manage PHI.

Salesforce Data Mask is a tool for sandbox data anonymization, not for production. PHI in production should be secured using encryption, field-level security, and sharing rules-not Data Mask.

D . Review Salesforce documentation and implement a standardized security and visibility model.

While documentation is helpful, healthcare organizations require tailored security models that fit unique compliance and data access needs, not a one-size-fits-all model.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Security & Compliance Guidance:

"When configuring Health Cloud, ensure security models reflect customer needs, privacy concerns, and regulatory compliance (HIPAA, GDPR, etc.)."

"Review and update security, sharing, and visibility models regularly to address evolving business, regulatory, and compliance requirements."

NEW QUESTION # 70

Bloomington Caregivers has created and tested its first care plan template in sandbox, which includes problems, goals, and tasks. The company has deployed this template to its final environment using Data Loader.

Which two steps should a consultant recommend, following this deployment, to enable users to successfully leverage this new template?

Choose 2 answers

- A. Conduct end-user training on the use of the care plan template.
- B. **Activate the new care plan template.**
- C. **Confirm User access to Care Plan objects.**
- D. Activate the problems, goals, and tasks associated with the template.

Answer: B,C

Explanation:

Step 1: Requirement Analysis

After deploying a care plan template (including problems, goals, and tasks) via Data Loader to the final environment, users must be able to use the new template for creating care plans in production.

Step 2: Salesforce Health Cloud Documentation Guidance

According to the official Health Cloud administration guide, two key post-deployment steps are required:

1. Confirm User Access to Care Plan Objects

Users must have the correct permissions to view, create, and use care plan templates and related records. This involves assigning the appropriate permission sets or profiles to allow access to the Care Plan, Care Plan Template, and related objects.

Extract:

"Ensure users have the necessary permissions to access care plan templates and related objects so they can view and apply templates to patients' care plans." Administer Health Cloud - Care Plans and Permissions

2. Activate the New Care Plan Template

Templates (and their related records) must be activated after being deployed to make them available for use by end users. Care plan templates in Salesforce Health Cloud have an "Active" status that must be set to "True" or "Activated" before users can select them when creating new care plans.

Extract:

"After importing care plan templates and related data, administrators must activate the template to make it available to care coordinators and clinicians." Administer Health Cloud - Deploying and Activating Care Plan Templates Other Options:

B . Activate the problems, goals, and tasks associated with the template:

Not required as a separate step. When you activate the care plan template, its associated problems, goals, and tasks become available.

D. Conduct end-user training:

While important, it is not a required technical step for enabling the template after deployment.

Verified Answers:

A . Confirm User access to Care Plan objects.

C . Activate the new care plan template.

Reference:

Administer Health Cloud - Care Plan Templates

Administer Health Cloud - User Setup

NEW QUESTION # 71

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