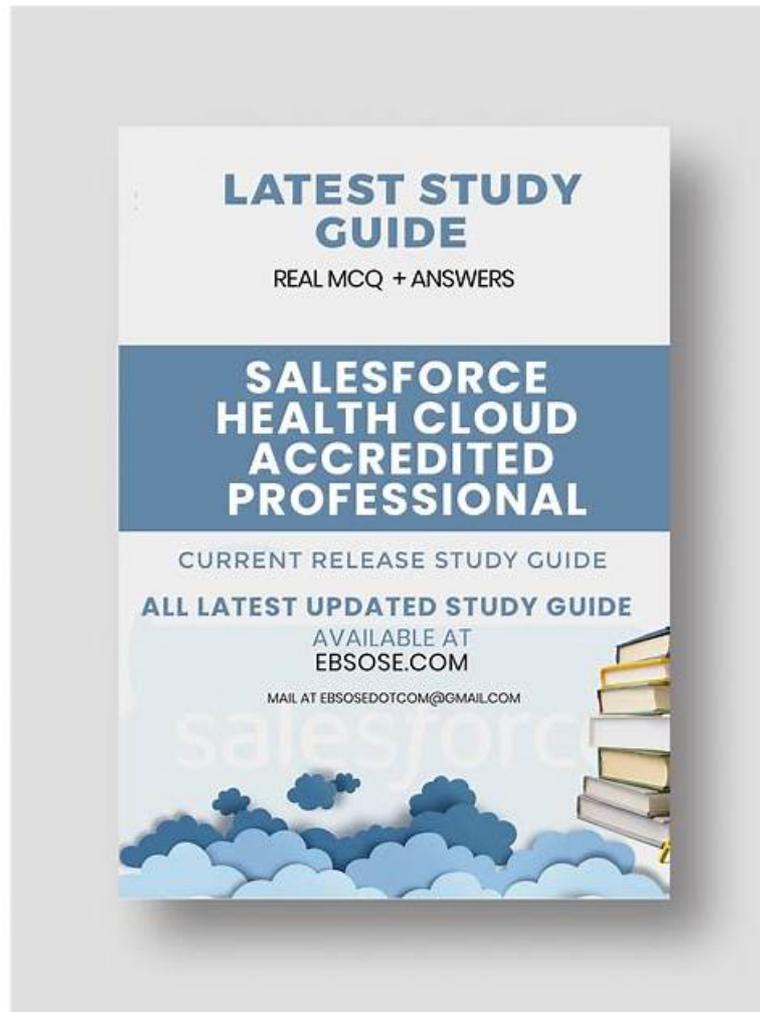


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Salesforce Health Cloud Accredited Professional Sample Questions (Q67-Q72):

NEW QUESTION # 67

Which two fields are optional when creating a new Care plan task? (Choose Two)

- A. Goal
- B. Problem
- C. Status
- D. Due Date
- E. Task Owner

Answer: A,B

Explanation:

Goal and Problem (D) are optional fields when creating a new Care plan task. Status (A) and Task Owner (E) are required fields when creating a new Care plan task. Due Date (B) is not a field on Care plan task, but rather on Task object.

NEW QUESTION # 68

Bloomington Caregivers has replaced its legacy Contact Center application with Health Cloud. During user acceptance testing (UAT), the call center team is reporting differences between current Identity Verification business processes and what was built in Health Cloud.

The call center manager has requested the following changes:

* Birth Date be available in results and as an optional verifier, but no longer required for verification purposes

* Add 'Bloomington ID', a custom field on Account, to search results and as a required verifier What should a consultant do to meet these requirements?

- A. Add two new Identity Verification Process Field records for 'Bloomington ID'; one with Field Type set to Result Field and one with Field Type set to Required Verifier. Change the Birth Date record with Field Type value Required Verifier to Optional Verifier.
- B. Add two new Identity Verification Process Field records for 'Bloomington ID'; one with the Field Type set to Result Field and one with Field Type set to Optional Verifier. Delete the Birth Date record which has the Field Type value Required Verifier.
- C. Add two new Identity Verification Process Field records for 'Bloomington ID'. Set the Field Type to Result Field and set the Required field to true. Add the new record to the Lightning component parameters in the identity flow screen in Flow Builder.
- D. Add 'Bloomington ID' to the picklist choices within the Identity Verification flow and mark it as required. Remove the Birth Date record from the required fields picklist and add Birth Date to the optional verifiers picklist.

Answer: A

Explanation:

In Salesforce Health Cloud, Identity Verification Processes allow you to configure how patient or contact identities are verified during interactions. The requirements from the call center team involve modifying the verification process to:

Include "Bloomington ID":

This custom field should be added as a required verifier and also included in search results.

Modify "Birth Date":

Remove it as a required verifier while keeping it available as an optional verifier in the process.

Steps to Implement the Solution:

Add Two New Identity Verification Process Field Records for 'Bloomington ID':

Field Type: Result Field: Ensures the field appears in the search results.

Field Type: Required Verifier: Makes this field mandatory for identity verification.

Modify Birth Date Record:

Update the existing record for Birth Date by changing its Field Type from "Required Verifier" to "Optional Verifier." This adjustment makes the field optional in the verification process.

This approach ensures the flexibility and compliance requested by the call center manager while aligning with Salesforce Health Cloud's configurable Identity Verification features.

Reference:

Administer Health Cloud

Flow Builder Documentation for Identity Verification

NEW QUESTION # 69

A provider wants its care coordinators to track a series of problems, goals, and interventions (PGIs) related to a patient's care in a repeatable, efficient way.

Which approach should a consultant recommend?

- A. Configure an action plan template with tasks for each PGI.
- B. Create care program templates and assign them to patients.
- C. Coach the care coordinators to quickly create tasks using a checklist.
- D. Define a PG- Library and care plan templates using the library.

Answer: A

Explanation:

To efficiently track a series of problems, goals, and interventions (PGIs) in a repeatable way, Action Plan Templates in Health Cloud are the recommended approach. These templates allow care coordinators to define and automate tasks associated with PGIs.

Benefits of Action Plan Templates for PGIs:

Task Automation: Automatically generates a series of tasks for care coordinators based on predefined templates.

Customization: Templates can be tailored for different care scenarios or patient needs, ensuring consistency across cases.

Efficient Tracking: Allows care coordinators to monitor progress on PGIs and ensure timely interventions.

Why Other Options Are Incorrect:

A: Checklists are manual and lack the automation and repeatability provided by action plan templates.

B: Care program templates are used to define overarching care programs, not detailed PGI tracking.

D: PG libraries provide reusable PG definitions but do not automatically create tasks or track interventions.

Reference:

Action Plans in Health Cloud

NEW QUESTION # 70

A payer is implementing Health Cloud and wants to leverage predefined rules for its prior authorization request review process. The payer would like to leverage out-of-the-box Health Cloud functionality to drive speed to value.

Which prebuilt feature should a consultant recommend the payer leverage?

- A. FlexCards
- B. Expression Set Templates
- C. OmmScript Templates
- D. Integration Procedures

Answer: B

Explanation:

For a payer implementing Health Cloud, leveraging predefined rules for prior authorization reviews can significantly improve efficiency and speed. Salesforce Health Cloud provides Expression Set Templates as an out-of-the-box feature to achieve this.

* Predefined Rules:

* Expression Set Templates come with prebuilt rule sets that can evaluate conditions, making them ideal for automating prior authorization request reviews.

* Customizable Logic:

* While they provide predefined logic, templates can also be customized to align with specific payer policies or regulatory

requirements.

* Faster Implementation:

* Using out-of-the-box templates accelerates time-to-value, as they require minimal configuration compared to building rules from scratch.

* A. Integration Procedures: Focuses on data integration and server-side processing but does not address predefined rules for authorization reviews.

* C. FlexCards: Provides UI components for displaying information but does not support rule evaluation.

* D. OmniScript Templates: Useful for guided workflows but not specifically for predefined rule management.

References:

Expression Sets in Salesforce Health Cloud

NEW QUESTION # 71

While running user acceptance testing (UAT) for a customer, an end user is unable to view certain data on the Enhanced Timeline for Contact Center.

What should be the first step in troubleshooting this issue?

- A. Check the Health Cloud Data permission set assignment.
- B. Check the Enhanced Patient permission set assignment.
- C. Ensure the user has the right object permissions.
- D. Ensure the component has been activated.

Answer: C

Explanation:

When an end user is unable to view certain data on the Enhanced Timeline for Contact Center during User Acceptance Testing (UAT), the primary step in troubleshooting should be to verify that the user possesses the appropriate object permissions.

Understanding Object Permissions:

* Purpose: Object permissions determine a user's ability to create, read, edit, or delete records of a particular object within Salesforce.

* Types of Permissions:

* Read: Allows users to view records.

* Create: Permits users to add new records.

* Edit: Enables users to modify existing records.

* Delete: Grants users the ability to remove records.

Troubleshooting Steps:

* Verify User's Profile and Permission Sets:

* Profiles: Check the user's assigned profile to ensure it includes the necessary object permissions for the data intended to be displayed on the Enhanced Timeline.

* Permission Sets: Review any permission sets assigned to the user that might grant additional object permissions.

* Ensure Field-Level Security:

* Confirm that field-level security settings permit the user to access the specific fields associated with the timeline data.

* Check Sharing Settings:

* Assess the organization's sharing rules and settings to ensure the user has the requisite access to the records in question.

References:

Salesforce Security Guide: For detailed information on configuring object permissions and ensuring proper access controls, consult the Salesforce Security Guide: Salesforce Security Guide Conclusion:

Ensuring that users have the correct object permissions is crucial for accessing data on the Enhanced Timeline. By verifying and configuring these permissions appropriately, administrators can resolve visibility issues and enhance user experience during UAT.

NEW QUESTION # 72

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