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1 / 9

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## Salesforce Health Cloud Accredited Professional Sample Questions (Q50-Q55):

### NEW QUESTION # 50

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

**Answer: A,C**

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 # 51

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

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

**Answer: B**

Explanation:

The Healthcare Practitioner Facility object in Salesforce Health Cloud allows modeling of a physician's locations of service. It captures relationships between healthcare practitioners and the facilities (hospitals, clinics, etc.) where they practice.

Key Features of Healthcare Practitioner Facility:

\* Multiple Locations: Tracks all locations where a physician practices.

\* Relationships: Links practitioners to facilities, ensuring accurate mapping of service areas.

\* Operational Benefits: Facilitates scheduling, referrals, and care coordination by providing accurate location data.

Why Other Options Are Incorrect:

\* Healthcare Taxonomy: Used to classify healthcare providers based on specialties and services, not locations.

\* Healthcare Provider Relationship: Tracks relationships between healthcare organizations or facilities, not individual physician locations.

\* Account Contact Relationship: Provides a general relationship mapping but lacks the specificity required for modeling service locations.

References:

Health Cloud Data Model for Practitioners and Facilities

#### NEW QUESTION # 52

What is the recommended approach to create patients' records used in HC?

- A. Create as Person Accounts or Leads for referrals
- B. Patient object to convert leads into contacts.
- C. Use Patient Data Import Wizard for importing up to 50,000 records.
- D. Create patient records using Patient Loader Wizard.

Answer: A

#### NEW QUESTION # 53

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

Answer: D

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.

References:

Action Plans in Health Cloud

#### NEW QUESTION # 54

Which Permission Set Licenses and Permission Sets need to be assigned to users to leverage Utilization Management' (Choose three)

- A. Health Cloud Foundation Permission Set
- B. Health Cloud Platform Permission Set License
- C. Health Cloud Permission Set License
- D. Health Cloud Utilization Management Permission Set
- E. Health Cloud Analytics Permission Set

Answer: A,C,D

#### NEW QUESTION # 55

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