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## Salesforce Health Cloud Accredited Professional Sample Questions (Q46-Q51):

### NEW QUESTION # 46

A consultant is implementing Identity Verification for their customer's customer service representatives and needs to add a new search parameter.

Which record should the consultant configure to accomplish this?

- A. Verification Search Feature
- **B. Identity Verification Parameter Item**
- C. Linked Identity Search Detail
- D. Identity Verification Process Detail

**Answer: B**

Explanation:

In Salesforce Health Cloud's Identity Verification framework, you can configure which search parameters (such as date of birth, SSN, phone number, etc.) are used by customer service representatives to verify a member or patient's identity.

To add a new search parameter, you configure an Identity Verification Parameter Item record.

Identity Verification Parameter Item → Defines the actual search fields that will be used in the verification process.

These parameter items are tied to the Identity Verification Process Detail to determine how the verification is performed.

Why not the others?

A . Verification Search Feature - This controls whether identity verification search is enabled, but not the specific search parameters.

B . Identity Verification Process Detail - This defines the steps and rules of the verification process, but doesn't store the search fields themselves.

D . Linked Identity Search Detail - Used to configure linked identities across systems, not to add new search parameters.

Salesforce Health Cloud Reference:

Salesforce Help - Identity Verification in Health Cloud

"To configure the search fields that agents use for member or patient identity verification, create and manage Identity Verification Parameter Item records." Salesforce Health Cloud Identity Verification Documentation

### NEW QUESTION # 47

How should a consultant at a large provider system model a patient in Health Cloud?

- A. Configure Contact
- **B. Leverage Person Account**
- C. Configure Account
- D. Leverage Contact-Contact

**Answer: B**

Explanation:

Step-by-Step Explanation:

Person Account as Patient Model:

Salesforce Health Cloud is designed to leverage the Person Account model to represent patients, especially for large provider systems.

Exact Extract:

"Health Cloud uses person accounts to represent patients as individuals with whom you do business. Person accounts combine the functionality of accounts and contacts into a single record." Reference:

Why Not Other Options?

Account: Used for organizations, not individuals (patients).

Contact: Contacts are linked to Accounts; on their own, they don't support the full Health Cloud data model.

Contact-Contact: Not a recommended or documented model for patients in Health Cloud.

Conclusion:

To model a patient in Health Cloud, the Person Account model is the officially recommended approach.

### NEW QUESTION # 48

A payer needs to implement a program to address the rising healthcare expenses and ensure affordable care for its members. The payer aims to strike a balance between quality care and managing the cost of care effectively by streamlining its approval processes for care requests.

Which capability in Health Cloud helps the payer accomplish this?

- A. Integrated Care Management
- B. Intelligent Appointment Management
- C. Provider Network Management
- **D. Utilization Management**

**Answer: D**

Explanation:

Step 1: Requirement Analysis

Payer needs to manage healthcare expenses while ensuring quality, affordable care.

Seeks to streamline approval processes for care requests.

Step 2: Utilization Management in Health Cloud

Utilization Management (UM) provides workflows and automation for reviewing, approving, or denying care requests. This supports balancing cost controls with quality care through evidence-based review processes.

Extract:

"Utilization Management helps payers manage costs and ensure members receive appropriate care by streamlining the review and approval process for pre-authorizations and care requests." Administer Health Cloud - Utilization Management Step 3: Review of Options A . Utilization Management: Directly addresses care request review, cost, and quality balance.

B . Provider Network Management: Focuses on managing provider networks, not utilization/cost review.

C . Intelligent Appointment Management: For scheduling only.

D . Integrated Care Management: Focuses on care coordination, not cost/approval workflow.

### NEW QUESTION # 49

When accessing a person account record within Health Cloud, the user must have access to the entire account.

What should a consultant do in this scenario, according to Health Cloud implementation best practice?

- **A. Set Contacts to Controlled by Parent.**
- B. Set Private for the Contact object.
- C. Set the organization-wide default to Public Read Write for the Account object.
- D. Set Modify All on the Account object at the Profile level.

**Answer: A**

Explanation:

Step-by-Step Explanation:

Salesforce Health Cloud Best Practice for Person Accounts Access:

Person Accounts in Salesforce are a combination of an Account and a Contact.

To ensure that access to the person account (patient record) gives access to all data on the record, Salesforce recommends setting the Contact sharing setting to "Controlled by Parent".

This means the sharing and visibility of the Contact (patient details) will follow the sharing settings of the parent Account (the Person Account).

Salesforce Documentation Reference:

"For Person Account sharing and access, set the Contact object sharing setting to Controlled by Parent. This ensures that users with access to the Account (Person Account) also have access to the associated Contact data."

- Reference: Health Cloud Implementation Guide, Sharing and Access

Why Not the Other Options?

A . Set Modify All on the Account object at the Profile level: Too broad; not recommended due to least privilege principle.

C . Set Private for the Contact object: Would prevent access to the Contact, even if user has access to the Account.

D . Set the organization-wide default to Public Read Write for the Account object: Not best practice for healthcare, as it risks overexposing sensitive data.

Reference:

Health Cloud Implementation Guide - Sharing and Access

### NEW QUESTION # 50

A pharmaceutical company is looking to support patients throughout their clinical journey. One of the factors the company needs to track is the socioeconomic and cultural barriers that could hinder a patient's process. Which Health Cloud capability should a consultant implement to fulfill this requirement?

- A. Clinical Berries
- **B. Social Determinants of Health**
- C. Utilization management
- D. Care Blockers

**Answer: B**

Explanation:

\* Tracking Socioeconomic & Cultural Barriers:

Exact Extract:

"The Social Determinants of Health data model in Health Cloud enables organizations to document and track social, cultural, and economic barriers affecting patients." Reference:

\* Other Options:

Clinical Barriers, Utilization Management, and Care Blockers are not documented Health Cloud features for tracking socioeconomic/cultural barriers.

### NEW QUESTION # 51

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