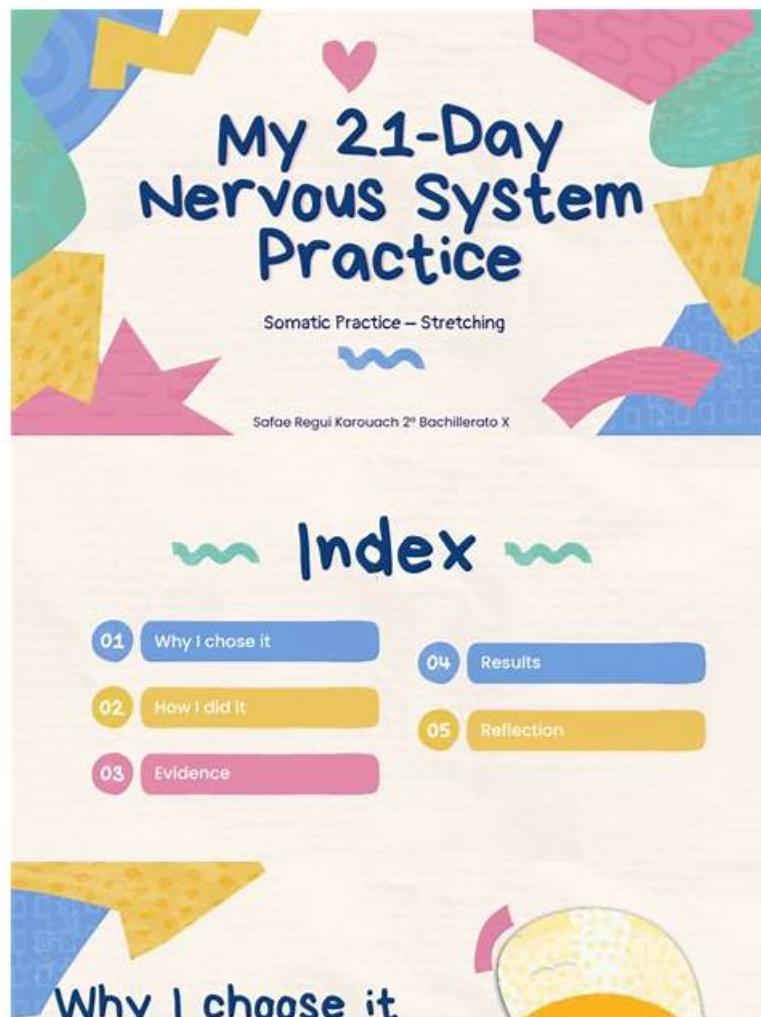# Latest Salesforce AP-211 Examprep | Training AP-211 Solutions

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Salesforce Health Cloud Accredited Professional Sample Questions (Q99-Q104):

NEW QUESTION # 99
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. Integration Procedures
- C. Expression Set Templates
- D. OmniScript Templates

Answer: C

Explanation:
Step 1: Requirement Analysis
The payer wants to use predefined rules for prior authorization request reviews, seeking out-of-the-box Health Cloud functionality for speed to value.
Step 2: Health Cloud Prior Authorization & Rules Engine
The Expression Set Templates in Health Cloud provide a prebuilt, configurable framework to automate and standardize prior authorization request reviews. These templates contain reusable logic and criteria that can be easily tailored and applied to common authorization scenarios.
Extract:
"Use Health Cloud's prebuilt Expression Set Templates to accelerate prior authorization configuration. These templates enable payers to implement standardized review criteria and automate decision logic without building rules from scratch." Administer Health Cloud - Utilization Management and Expression Sets Integration Procedures, FlexCards, and OmniScript Templates are OmniStudio tools for integration, UI, and guided processes, but Expression Set Templates are the feature specifically designed for rules automation in Utilization Management.

NEW QUESTION # 100
A payer needs to work with plan members and medical providers to influence decisions through a case-by-case review of the appropriateness of care.
When gathering requirements for this use case, which two Utilization Management processes should a consultant discuss with the client?
Choose 2 answers

- A. Considering the number of intake agents who will be using Health Cloud
- B. Designing Care Requests to seek authorization from a health plan for drugs, services, and admissions
- C. Considering the Request Review Types; Prior Authorization Review, Concurrent Review, and Retrospective Review
- D. Designing Next Best Action and Recommendations for the care management team

Answer: B,C

Explanation:
Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference Request Review Types:
Utilization Management processes center around reviewing requests for appropriateness of care, with the three main types being Prior Authorization Review, Concurrent Review, and Retrospective Review.
Extract:
"Utilization Management supports prior authorization, concurrent, and retrospective reviews to evaluate care appropriateness case by case."
- Utilization Management in Health Cloud
Care Requests:
Care Requests are the mechanism for providers to seek authorization from payers for drugs, services, or admissions.
Extract:
"Design care request processes to support providers seeking health plan authorization for services, medications, or admissions."
- Health Cloud Utilization Management Data Model

Why not the other options?

A: Next Best Action is more for care management recommendations, not utilization review.

C: Intake agent count is an operational consideration, not a UM process.

Reference:

Utilization Management Overview

Utilization Management Data Model

NEW QUESTION # 101

Bloomington Caregivers has identified the need to encrypt data to comply with the Health Insurance Portability and Accountability Act (HIPAA).

What are three key considerations when complying with HIPAA regulations using Salesforce Shield in conjunction with Bloomington Caregivers' data strategy?

Choose 3 answers

- A. Configuring data retention policies to ensure that records are retained for the appropriate length of time
- B. Using third-party data backup solutions to store backups of sensitive data off-site
- C. Implementing audit trails and regularly reviewing them to detect unauthorized access attempts
- D. Providing access to third-party auditors to regularly review Shield implementation settings
- E. Ensuring that sensitive data is encrypted both In transit and at rest

Answer: A,C,E

Explanation:

When complying with HIPAA using Salesforce Shield, Bloomington Caregivers must:

Encrypt sensitive data in transit and at rest:

Shield Platform Encryption ensures encryption at rest; Salesforce uses TLS for encryption in transit.

Extract:

"Salesforce Shield encrypts sensitive data at rest. Salesforce also encrypts data in transit using TLS." (Source: Salesforce Security Guide, Shield Platform Encryption Guide) Implement and regularly review audit trails:

Shield Event Monitoring and Field Audit Trail help monitor data access and modifications.

Extract:

"Implement audit trails and monitor them to detect unauthorized or suspicious activities." ([Source: Salesforce Security Guide, Shield Platform Encryption Guide]) Configure data retention policies:

Retain records for legally required periods to comply with HIPAA.

Extract:

"Data retention policies must comply with legal and regulatory requirements, including HIPAA." ([Source: Salesforce Security Guide]) Why not B or C?

Providing access to third-party auditors is not a Salesforce Shield requirement; such reviews are typically handled internally.

Using third-party backup solutions is not a core Shield/HIPAA control within Salesforce, and data residency must be managed with care.

NEW QUESTION # 102

A pharma company wants to leverage Provider Search to help patients find nearby infusion clinics.

Which Health Cloud tool should a consultant leverage to drive performance and scalability?

- A. Business Rules Engine
- B. Data Processing Engine
- C. Flow for Industries
- D. Pipeline Analytics

Answer: B

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference Provider Search and Performance:

The Data Processing Engine (DPE) in Health Cloud enables fast, scalable searches across large provider directories. It is specifically designed for performance and scalability in Provider Search scenarios.

Extract:

"Health Cloud leverages the Data Processing Engine to deliver scalable, high-performance Provider Search for finding care locations

and providers based on patient preferences and proximity."
- Health Cloud: Provider Search
Other Options:
Pipeline Analytics: Used for data insights, not real-time search.
Business Rules Engine: Handles rules/logic, not high-volume search.
Flow for Industries: Automates processes, but DPE is the correct scalable search tool.
Reference:
Health Cloud: Provider Search

NEW QUESTION # 103
A customer is implementing Intelligent Appointment Management in Health Cloud to eliminate swivel chair to other scheduling systems.
Which two connectivity options should a consultant leverage as the scheduling engine?
Choose 2 answers

- A. Business Rules Engine
- B. Salesforce Scheduler
- C. Electronic Health Record (EHR) System
- D. Scheduler for Industries

Answer: B,C

NEW QUESTION # 104
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