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## Salesforce Health-Cloud-Accredited-Professional Health Cloud Accredited Professional (AP-211)

Questions & Answers PDF  
(Demo Version – Limited Content)

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## erhalten!

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## Salesforce Health Cloud Accredited Professional Health-Cloud-Accredited-Professional Prüfungsfragen mit Lösungen (Q47-Q52):

### 47. Frage

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

**Antwort: C,D**

Begründung:

Utilization Management is a critical component in healthcare that focuses on ensuring the appropriateness, necessity, and efficiency of healthcare services. For payers working with plan members and medical providers, the case-by-case review of care appropriateness requires thorough processes to streamline authorization and review tasks.

\* Designing Care Requests to Seek Authorization (Answer B):

\* Purpose: The Care Request object in Health Cloud is essential for seeking authorizations from a health plan for specific healthcare services, drugs, or admissions. This object ensures that requests are appropriately documented and tracked.

\* Functionality:

\* It allows users to create and manage care requests linked to plan members.

\* Integrates with payer systems to capture critical details for authorization, such as service codes, plan information, and medical necessity documentation.

\* Supports automation through workflows and approvals, speeding up the decision-making process.

\* Relevance: By designing efficient Care Requests, the consultant ensures that all required details for preauthorizations or service reviews are captured seamlessly, meeting regulatory and operational needs.

\* Considering Request Review Types (Answer C):

\* Purpose: UM processes in Health Cloud must address the three primary types of reviews:

\* Prior Authorization Review: Conducted before the service is provided to determine medical necessity.

\* Concurrent Review: Evaluates the necessity of ongoing care during hospitalization or service delivery.

\* Retrospective Review: Analyzes the appropriateness of care after it has been delivered.

\* Implementation in Health Cloud:

\* The consultant must design workflows and data models to capture the details of these review types, including timestamps, reviewer notes, and outcomes.

\* Health Cloud supports tracking and documenting these reviews within the UM module, ensuring compliance with healthcare regulations.

\* Relevance: These review types allow the payer to influence decisions by ensuring appropriate care is provided while managing costs and maintaining high-quality outcomes.

Why the Other Options Are Less Relevant:

\* A. Designing Next Best Action and Recommendations for the Care Management Team: While recommendations and next-best-action features are beneficial for care management, they are not directly tied to the case-by-case review process of Utilization Management, which focuses more on care appropriateness and authorizations.

\* D. Considering the Number of Intake Agents Using Health Cloud: While operational considerations like staffing are important, this is not a Utilization Management process. It's a broader organizational concern unrelated to the core functionality of UM in Health Cloud.

References:

Utilization Management Overview: Salesforce documentation outlines how to handle prior authorizations, service approvals, and related processes within Health Cloud. ([help.salesforce.com](https://help.salesforce.com)) Care Requests and Authorizations: Details on managing care requests and integrating with payer systems for streamlined authorization workflows. ([developer.salesforce.com](https://developer.salesforce.com)) UM Process Design in Health Cloud: Guidance on implementing request review types and managing data models to support UM. ([architect.salesforce.com](https://architect.salesforce.com)) By addressing Care Requests and Request Review Types, the consultant ensures a robust Utilization Management setup, enabling effective collaboration between payers, providers, and members while optimizing care delivery and compliance.

#### 48. Frage

The Salesforce Admin for Lake Tahoe Hospital wants to implement Utilization Management. Which two of the listed steps need to be taken during the set-up process? (Choose 2)

- A. Assign the Health Cloud Permission Set License and the Health Cloud Platform Permission Set License to Salesforce Lightning users.
- B. Assign the Health Cloud Permission Set License and Health Cloud Platform Permission Set License to Salesforce Classic users.
- C. Install the Utilization Management Extensions.
- D. Install the Health Cloud Care Request Extensions unmanaged package.

**Antwort: A,D**

Begründung:

According to the Health Cloud Implementation Guide, the two steps that need to be taken during the set-up process for Utilization Management are:

Install the Health Cloud Care Request Extensions unmanaged package. This package contains custom objects, fields, layouts, tabs, and components for Utilization Management.

Assign the Health Cloud Permission Set License and the Health Cloud Platform Permission Set License to Salesforce Lightning users. These licenses enable access to Health Cloud features and functionalities for Lightning Experience. Assigning the Health Cloud Permission Set License and Health Cloud Platform Permission Set License to Salesforce Classic users is not necessary for Utilization Management. Installing the Utilization Management Extensions is not a valid step for Utilization Management.

#### 49. Frage

Which three activities does "The Social Determinants" feature in Health cloud help providers perform? (choose three.)

- A. Track determinants and barriers to care across their patient populations
- B. Integrate service such as transportation and meal delivery into their patient care plans and programs.
- C. Plan interventions to help address the barriers to care within their patient populations
- D. Track the influence of the social network of the patient on the patients' health outcomes
- E. Automatically import credit scores and income information into the patient record in Health cloud

**Antwort: A,C,D**

#### 50. Frage

A Payer Service Cloud org uses Accounts and contacts to model Health Insurance Members. While all teams within the organization Work with all members, only some teams require HC capabilities. What is the recommended best practice for modeling members in HC for this organization?

- A. Model as Person Accounts, whether they are using HC capabilities or not.
- B. Use the individual model with HC
- C. Only groups needing HC capabilities need to use Person Accounts.
- D. Account Record Types for existing members can remain as-is. Future members should be created as Person Accounts.

**Antwort: D**

#### 51. Frage

Bloomington Caregivers is looking to view potential drug-to-drug interactions for its patients' medications and make recommendations based on that data within Health Cloud.

Which Health Cloud add-on should a consultant recommend to fulfill this requirement?

- A. Medication Interactions
- **B. Medication Management**
- C. RxNorm DDI Connectivity
- D. Allergy Intolerance

**Antwort: B**

Begründung:

Step 1: Requirement Analysis

\* Bloomington Caregivers wants to view potential drug-to-drug interactions for patients' medications and make recommendations based on that data within Health Cloud.

Step 2: Health Cloud Add-On for Drug Interaction

The Medication Management add-on in Salesforce Health Cloud is specifically designed to handle comprehensive medication tracking, including the ability to surface potential drug-to-drug interactions and provide recommendations for care teams.

Extract:

"With Health Cloud Medication Management, you can track all of a patient's prescribed and OTC medications, receive potential drug-drug interaction alerts, and use this data to provide recommendations and clinical guidance." Administer Health Cloud - Medication Management

\* Medication Interactions and RxNorm DDI Connectivity are not standalone Salesforce Health Cloud add-ons; the capability is delivered as part of the broader Medication Management feature set.

\* Allergy Intolerance is used to track allergy data, not drug interactions.

## 52. Frage

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