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Salesforce Health Cloud Accredited Professional Sample Questions (Q83-

Q88):

NEW QUESTION # 83

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

Answer: C

Explanation:

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.

NEW QUESTION # 84

A payer is looking for a solution to recruit, credential, and onboard providers into its network.

Which Health Cloud add-on should help the payer address these requirements?

- A. Contact Center for Payers
- B. Provider Relationship Management
- **C. Provider Network Management**
- D. Utilization Management

Answer: C

Explanation:

Step 1: Understanding the Requirement

A payer organization needs to recruit, credential, and onboard providers into its network. This requires features that manage provider information, credentialing processes, onboarding workflows, and network directory maintenance.

Step 2: Official Salesforce Health Cloud Capability

Salesforce Health Cloud offers an add-on called Provider Network Management (PNM) that is specifically designed for payers to recruit, credential, and onboard providers.

Extract:

"Provider Network Management streamlines recruiting, credentialing, onboarding, and network directory maintenance for payers. It provides tools to manage the provider lifecycle from initial recruitment through onboarding and network management." Administer Health Cloud - Provider Network Management Step 3: Review of Options A . Contact Center for Payers: Focused on member and provider service center functionality, not recruiting or credentialing.

B . Utilization Management: Focused on authorization and medical necessity reviews, not onboarding or credentialing.

C . Provider Network Management: Specifically built for recruiting, credentialing, and onboarding providers.

D . Provider Relationship Management: Focuses on relationship management post-onboarding, but not credentialing/onboarding workflows.

Reference:

Provider Network Management in Health Cloud

NEW QUESTION # 85

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

Answer: C

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 # 86

Bloomington Caregivers is launching a patient portal with contact tracing functionality as part of its Health Cloud implementation. Users require the ability to leverage advanced sharing and customizable dashboards.

Which license should a consultant recommend for the external patient users?

- A. Customer Community Plus for Health Cloud
- B. External Apps for Health Cloud
- C. Experience Cloud for Health Cloud
- D. Customer Community for Health Cloud

Answer: C

NEW QUESTION # 87

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 '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.
- B. Add two new Identity Verification Process Field records for 'Bloomington' to one with the Field Type set to Result Field and one with Field Type set 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' Set the Field Type to Result Field and set the Required field to true.
- D. Add two new Identity Verification Process Field records for 'Bloomington' 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.

Answer: D

Explanation:

Step 1: Requirement Analysis

Birth Date should be a result field and an optional verifier (not required).

Bloomington ID (a custom field) should appear in search results and be a required verifier.

Step 2: Salesforce Health Cloud Identity Verification Process Configuration The Identity Verification Process Field object in Health Cloud determines which fields are used for search results, required verification, or optional verification during the identity verification process.

You can add multiple records for a field with different purposes (e.g., one as Result Field and another as Required/Optional Verifier).

Extract:

"You can add or modify Identity Verification Process Field records to control which fields are shown as search results, required verifiers, or optional verifiers. For example, to make a field a required verifier, set Field Type to 'Required Verifier'. To make a field show in results, set Field Type to 'Result Field'. You can have more than one record for the same field with different Field Types."

Administer Health Cloud - Identity Verification Process Step 3: Actions Needed For Bloomington ID:

Add a record with Field Type = Result Field (to display in search results) Add another record with Field Type = Required Verifier (to make it a required field for verification) For Birth Date:

Update the current record so that Field Type is changed from Required Verifier to Optional Verifier (to make it not required but still usable as a verifier) Ensure there is a record with Field Type = Result Field if Birth Date should show in the results Step 4: Review of Options A: Incorrect; it says to delete the Birth Date Required Verifier instead of changing it to optional.

B: Not the right object/method; doesn't mention the correct object (Identity Verification Process Field).

C: Correct; matches the best practices and object structure in Health Cloud.

D: Incomplete; does not cover all configuration requirements.

Verified answer:

C: Add two new Identity Verification Process Field records for 'Bloomington' 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.

Reference:

Health Cloud Identity Verification Process Setup

NEW QUESTION # 88

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