

Salesforce AP-211 Exam Questions - Guaranteed Success



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Salesforce AP-211 Exam Syllabus Topics:

Section	Weight	Objectives
Deploy	25%	- Operate and maintain Health Cloud solutions - Plan pre-deployment and post-deployment activities - Manage mobile capabilities
Design	25%	- Model healthcare entities and data structures - Plan security, compliance, and reporting - Design solutions using best practices - Define integration and migration strategies
Discovery	20%	- Identify customer personas and stakeholders - Define capabilities from use cases - Gather functional and technical requirements
Implement	30%	- Implement integrations and APIs - Set up security and access controls - Build reports and dashboards - Install and configure Health Cloud - Configure OmniStudio components - Customize features and objects

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Salesforce Health Cloud Accredited Professional Sample Questions (Q113-Q118):

NEW QUESTION # 113

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 Provider Relationship
- C. Account Contact Relationship
- D. Healthcare Practitioner Facility

Answer: D

NEW QUESTION # 114

A pharma company wants the ability to:

Upload a patient's insurance card, including automatic Member Plan record creation
Run a benefits verification check
Schedule on behalf of the patient with a provider
Cloud Accredited Professional
Which set of Health Cloud capabilities should enable the company to build this business process?

- A. Intelligent Document Automation, Intelligent Appointment Management, Intelligent Document Reader, Benefits Verification
- B. Intelligent Appointment Management, Benefits Verification, Intelligent Document Automation, eFax Integration
- C. Utilization Management, Care Management, Intelligent Document Automation, Intelligent Appointment Management
- D. virtual Care, Intelligent Appointment Management, Intelligent Document Automation, Intelligent Document Reader

Answer: A

Explanation:

Step-by-Step Explanation:

Business Process Capabilities:

Intelligent Document Automation: Upload and process patient insurance cards.

Intelligent Document Reader: OCR and extract information to automatically create Member Plan records.

Benefits Verification: Check and verify patient insurance benefits.

Intelligent Appointment Management: Schedule on behalf of the patient with providers.

Salesforce Documentation Reference:

"Use Intelligent Document Automation and Intelligent Document Reader to upload and extract insurance card details, with automated Member Plan creation. Use Benefits Verification and Intelligent Appointment Management to enable scheduling and eligibility checks."

- Health Cloud: Intelligent Document Automation
- Health Cloud: Benefits Verification
- Health Cloud: Intelligent Appointment Management

Why not the other options?

Only D includes all needed automation for insurance card processing, Member Plan record creation, benefits verification, and scheduling.

Reference:

Intelligent Document Automation

Intelligent Document Reader

Benefits Verification

Intelligent Appointment Management

NEW QUESTION # 115

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

Answer: A

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 # 116

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 two new Identity Verification Process Field records for "Bloomington Set the Field Type to Result Field and set the Required field to true.
- B. 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.
- C. 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.
- **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 # 117

During a design session, the client asks for best practices around when to use DataRaptors vs. Integration Procedures. For which scenario should a consultant advise the client to use a single DataRaptor?

- A. The action must perform a SendMail task and check for any errors.
- B. The task requires both a read and write of SObject data.
- **C. The dataset required needs to read two SObjects with a clearly defined relationship.**
- D. The dataset requires connecting to an external data source, such as CSV or REST API.

Answer: C

Explanation:

DataRaptors are best for extracting, transforming, and loading Salesforce data, especially when handling data from related SObjects. Single DataRaptor for related SObjects:

Extract:

"Use a DataRaptor Extract when you need to read Salesforce data, such as retrieving fields from multiple related SObjects in a single read." (Source: Omnistudio Standard Guide - DataRaptors) Why not B, C, or D?

SendMail tasks, complex multi-step logic, or external data connections are handled by Integration Procedures, not DataRaptors.

NEW QUESTION # 118

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