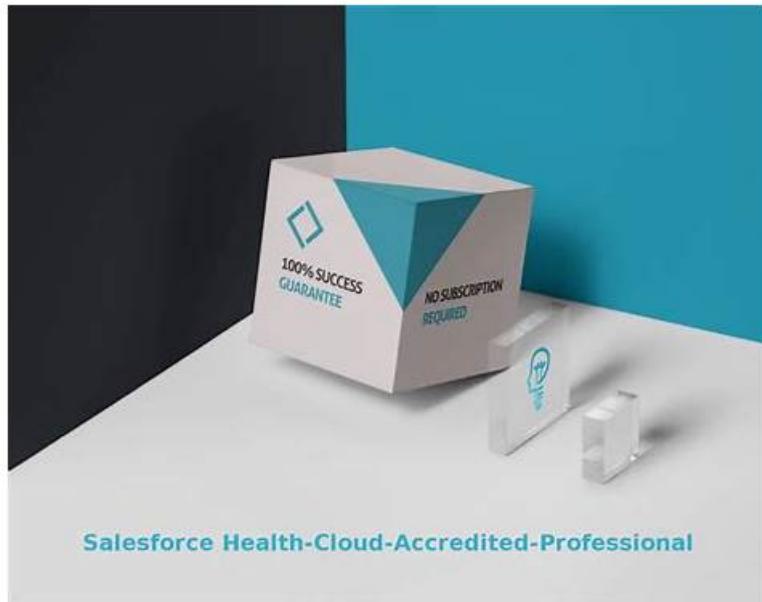


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Salesforce Health Cloud Accredited Professional Sample Questions (Q30-Q35):

NEW QUESTION # 30

Which Salesforce object is used to model a Care Plan?

- A. Task
- B. Opportunity
- C. Lead
- D. Account
- E. Case

Answer: E

Explanation:

According to the Health Cloud Data Model Developer Guide, Case is the Salesforce object that is used to model a Care Plan. Case is a standard object that represents an issue or request that requires resolution or action. Cases can be used to model care plans by adding custom fields and related objects such as problems, goals, tasks, and timeline events. Account, Lead, Opportunity, and Task are not objects that are used to model a Care Plan.

NEW QUESTION # 31

In which three ways can users access Provider Management standard objects? (Choose three)

- A. By assigning Health Cloud Foundation Permission set.
- B. By using Service Cloud
- C. By using Health Cloud.
- D. By assigning the Provider Permission set.
- E. By assigning Health Cloud Platform Permission set licenses.

Answer: A,E

Explanation:

Explanation

Health Cloud Foundation

Assigns read access to additional Health Cloud platform capabilities, including the Provider Management data model.

The Health Cloud Provider Network Management permission set grants access to provider management objects so users can manage credentialing and recruiting.

To use the Provider Network Management features of Health Cloud, assign both the Provider Network Management permission set and the Health Cloud permission set to your users

NEW QUESTION # 32

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:

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.

Reference:

Utilization Management Overview: Salesforce documentation outlines how to handle prior authorizations, service approvals, and related processes within Health Cloud. (help.salesforce.com) Care Requests and Authorizations: Details on managing care requests and integrating with payer systems for streamlined authorization workflows. (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)

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.

NEW QUESTION # 33

An administrator for Salesforce Health Cloud wants to ensure that the files in their full sandbox instance are encrypted. Which encryption solution supports the encryption of files in this scenario?

- A. Industry Data Security
- B. Salesforce Data Mask
- C. Classic Encryption
- D. **Salesforce Shield**

Answer: D

Explanation:

Salesforce Shield is the encryption solution that supports the encryption of files in this scenario. Salesforce Shield provides platform encryption, which allows the administrator to encrypt files and attachments stored in Salesforce. Platform encryption supports full sandbox instances and complies with data protection regulations

NEW QUESTION # 34

Which solution includes pre-built APIs, connectors ,implementation templates, and a prescriptive end-to-end reference architecture to enable EHR connectivity and power a patient 360 from any HER into HC using HL7 V2 or FHIR standards?

- A. **Mulesoft Accelerator for HealthCare**
- B. Shield
- C. Specialty vendors
- D. Tableau CRM for HealthCare

Answer: A

Explanation:

Mulesoft Accelerator for Healthcare (A) is the solution that includes pre-built APIs, connectors, implementation templates, and a prescriptive end-to-end reference architecture to enable EHR connectivity and power a patient 360 from any EHR into Health Cloud using HL7 V2 or FHIR standards. Shield (B) is a solution that provides encryption and auditing capabilities for data security. Specialty vendors are not a solution, but a type of external partners that can provide integration services. Tableau CRM for Healthcare (D) is a solution that provides analytics and insights for healthcare data.

NEW QUESTION # 35

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