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## Salesforce AP-211 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Implement:</b> This domain focuses on installing Health Cloud, configuring applications and OmniStudio components, customizing features, implementing integrations and APIs, configuring security rules, and establishing reporting.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Deploy:</b> This domain addresses pre-deployment and post-deployment steps for specific use cases and Health Cloud capabilities, along with managing technical aspects through Mobile app capabilities.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Design:</b> This domain encompasses creating Health Cloud solution designs using best practices, modeling healthcare entities with appropriate objects, determining specific capabilities to use, defining success metrics and reporting, implementing security and compliance, developing integration strategies, and creating data migration plans.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• <b>Discovery:</b> This domain covers identifying customer personas and stakeholders, defining required capabilities from use cases, and gathering functional and technical requirements to achieve desired business outcomes.</li></ul>

## AP-211 New Braindumps Files, AP-211 Certification Sample Questions

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### Salesforce Health Cloud Accredited Professional Sample Questions (Q104-Q109):

#### NEW QUESTION # 104

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. Implementing audit trails and regularly reviewing them to detect unauthorized access attempts
- C. Providing access to third-party auditors to regularly review Shield implementation settings
- D. Using third-party data backup solutions to store backups of sensitive data off-site
- E. Ensuring that sensitive data is encrypted both In transit and at rest

**Answer: A,B,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 # 105

Bloomington Caregivers is implementing Health Cloud to reduce manual processes for its Contact Center agents. To help streamline caller authentication, the company plans to leverage out-of-the-box Health Cloud features.

Which Health Cloud feature should a consultant recommend the company use in this scenario?

- A. Identity Verification Flow Templates
- B. Reusable Verification FlexCards
- C. Verify Customer Identity Process Flow
- D. Customer Identity OmniScript Templates

**Answer: A**

Explanation:

Out-of-the-box caller authentication in Health Cloud is primarily supported through Identity Verification Flow Templates. These flow templates are designed to help organizations comply with HIPAA and other regulatory requirements by standardizing the caller verification process for contact center agents.

Step-by-Step Reference:

Health Cloud provides Identity Verification Flow Templates that streamline the authentication of callers, reducing manual processes and ensuring regulatory compliance.

Extract:

"Use the Health Cloud Identity Verification Flow Templates to verify a caller's identity based on information you select, such as date of birth, phone number, or other criteria." (Source: Administer Health Cloud) These templates can be deployed as standard flows and easily customized for the organization's authentication requirements.

Extract:

"Leverage out-of-the-box Identity Verification Flow Templates to quickly set up and deploy identity verification processes in your contact center." (Source: Administer Health Cloud - Identity Verification) This approach is preferred over FlexCards, OmniScripts, or ad-hoc processes, as it provides a compliant and guided experience.

### NEW QUESTION # 106

Bloomington Caregivers is implementing Health Cloud for managing the healthcare data of children under the age of 13.

Which three considerations should the company take into account to ensure compliance with the Children's Online Privacy Protection Act (COPPA)?

Choose 3 answers

- A. Ensuring that Bloomington Caregivers' system implementation partner has met all COPPA regulations during the build phase
- B. Ensuring information collected about children is protected with at rest and in-transit encryption
- C. Implementing appropriate security measures to safeguard children's personal information
- D. Obtaining verified parental consent before collecting and storing any personal information of children
- E. Disclosing the organization's privacy policy to parents and obtaining their consent

**Answer: C,D,E**

Explanation:

Step-by-Step Explanation:

COPPA Requirements in Healthcare Applications:

Disclose privacy policy and obtain parental consent:

"Organizations must provide clear privacy notices to parents and obtain their consent before collecting any personal information from children under 13."

- Reference: Salesforce Security Guide, COPPA Compliance

Obtain verified parental consent before collection/storage:

"Verified parental consent is a core requirement for COPPA, prior to collection and storage of children's personal data." Implement security measures:

"Appropriate security controls and safeguards must be in place to protect children's data as mandated by COPPA." Encryption:

While encryption is a best practice (option D), COPPA explicitly requires appropriate security but does not mandate encryption at rest and in transit as a specific requirement, though it is recommended.

Partner Compliance:

Option E refers to the implementation partner, but regulatory responsibility remains with the covered entity (Bloomington Caregivers), not the partner.

Reference:

Salesforce Security Implementation Guide - COPPA Compliance

Health Cloud Security and Compliance

### NEW QUESTION # 107

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 # 108

A payer is looking to optimize the workflow for its call center, which focuses primarily on members calling to check on the status of their prior authorization requests.

How should a consultant conduct discovery to define a workflow for these call center users?

- A. Use work from another project to inform the discovery, then review it with the IT department.
- B. Build a proof of concept to present to the client and ask them for feedback.
- C. Research industry trends and develop a point of view, then present it to the customer for validation.
- **D. Identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization.**

**Answer: D**

Explanation:

Step 1: Requirement

Define workflow for call center users focused on prior authorization status checks.

Step 2: Best Practice for Workflow Discovery

Discovery should be user-centered, involving direct engagement with actual users (personas).

Observing and documenting their daily processes identifies real pain points and optimization opportunities.

Extract:

"Best practice for workflow discovery is to interview and observe key personas, document their processes, and map opportunities for automation and optimization." Salesforce Architect - Business Process Discovery Other options (industry research, previous projects, or proof of concept) do not provide the necessary user insight for workflow design.

### NEW QUESTION # 109

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