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## Salesforce AP-211 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Implement: 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>• Design: 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 3	<ul style="list-style-type: none"><li>• Deploy: 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 4	<ul style="list-style-type: none"><li>• Discovery: 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>

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## Salesforce Health Cloud Accredited Professional Sample Questions (Q88-Q93):

### NEW QUESTION # 88

Bloomington Caregivers is looking to migrate from Service Cloud to Health Cloud to take advantage of the prebuilt healthcare

features and functionality.

Which three prerequisites should Bloomington Caregivers' administrators complete to successfully install the Health Cloud managed package in its org?

Choose 3 answers

- A. Log a support case to have person accounts enabled.
- B. Enable Chatter settings from Setup.
- C. Enable contacts to relate to multiple accounts.
- D. Enable person accounts from Setup.
- E. Make data protection details available in records.

**Answer: B,C,E**

#### NEW QUESTION # 89

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

**Answer: A,B**

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference Request Review Types:

Utilization Management processes center around reviewing requests for appropriateness of care, with the three main types being Prior Authorization Review, Concurrent Review, and Retrospective Review.

Extract:

"Utilization Management supports prior authorization, concurrent, and retrospective reviews to evaluate care appropriateness case by case."

- Utilization Management in Health Cloud

Care Requests:

Care Requests are the mechanism for providers to seek authorization from payers for drugs, services, or admissions.

Extract:

"Design care request processes to support providers seeking health plan authorization for services, medications, or admissions."

- Health Cloud Utilization Management Data Model

Why not the other options?

A: Next Best Action is more for care management recommendations, not utilization review.

C: Intake agent count is an operational consideration, not a UM process.

Reference:

Utilization Management Overview

Utilization Management Data Model

#### NEW QUESTION # 90

A customer that already has Service Cloud is onboarding a new business unit, which needs to use Health Cloud.

Which three organization-wide default settings should an administrator change to ensure the original business unit that leverages Service Cloud does not have visibility into protected health information (PHI)?

Choose 3 answers

- A. Set Contact to Controlled by Parent.
- B. Set Person Accounts to Private.
- C. Set Health Details to Controlled by Parent or Private.
- D. Set Account and Contract to Private.
- E. Set related clinical objects to Controlled by Parent or Private.

**Answer: B,C,E**

Explanation:

When onboarding Health Cloud into an org that already uses Service Cloud, it's critical to properly configure Organization-Wide Defaults (OWD) to ensure that protected health information (PHI) remains restricted.

The correct settings are:

A . Set Person Accounts to Private

Patients are modeled as Person Accounts in Health Cloud.

Setting Person Accounts to Private ensures PHI isn't exposed to users outside the Health Cloud business unit.

B . Set related clinical objects to Controlled by Parent or Private

Clinical objects (e.g., Care Plans, Assessments, Referrals) often relate to patients.

Making them Controlled by Parent (Person Account) or Private ensures only authorized users can see PHI.

E . Set Health Details to Controlled by Parent or Private

Health Details contain sensitive clinical data.

Must be restricted at the OWD level to prevent exposure to non-Health Cloud users.

Why not the others?

C . Set Account and Contract to Private

Regular business Accounts/Contracts are part of Service Cloud, not typically where PHI resides. Restricting them isn't required for PHI protection.

D . Set Contact to Controlled by Parent

Contacts in Health Cloud are often caregivers or providers, not patients (who are Person Accounts).

PHI protection centers around Person Accounts + Clinical Objects + Health Details, not Contacts.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Security and Sharing Guide:

"For HIPAA and other PHI compliance, set Person Accounts and Health Cloud clinical objects to Private or Controlled by Parent."

"Ensure Health Details are not exposed via default sharing."

#### NEW QUESTION # 91

Bloomington Caregivers has set up Health Cloud and needs to analyze patient referrals through Salesforce reports and dashboards. Which Health Cloud unmanaged package should a consultant recommend to deliver a prebuilt dashboard and reports?

- A. Health Cloud Network Management Reports
- **B. Health Cloud Reports for Patient Referral Management**
- C. Health Cloud Member Referral Management Reports
- D. Health Cloud Referral Management Reports

**Answer: B**

Explanation:

\* The Health Cloud Reports for Patient Referral Management unmanaged package provides prebuilt reports and dashboards to analyze referrals.

Extract:

"The Health Cloud Reports for Patient Referral Management unmanaged package includes reports and dashboards that help track patient referrals in Salesforce." (Source: Administer Health Cloud - Reports and Dashboards)

\* Other options are either not standard package names or do not match referral reporting.

#### NEW QUESTION # 92

A payer needs to enable its agents to answer questions from members regarding their benefits coverage. The payer has already set up the required objects to be populated with the necessary information through an integration.

Which Health Cloud component should a consultant recommend for the Member record page?

- A. Benefits Coverage
- B. Coverage Confirmation
- **C. Benefits Verification**
- D. Eligibility Validation

**Answer: C**

## NEW QUESTION # 93

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