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## Salesforce AP-211 Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<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 3	<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 4	<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>

## Salesforce Health Cloud Accredited Professional Sample Questions (Q116-Q121):

### NEW QUESTION # 116

A provider's office wants to verify a patient's insurance plan information and coverage when they call into the call center to book an appointment.

Which capability should a consultant leverage to address this requirement?

- A. Identity Verification
- B. Benefits Eligibility and Verification
- C. Utilization Management
- D. Intelligent Appointment Management

**Answer: B**

Explanation:

Step 1: Requirement Analysis

The provider's office needs to verify a patient's insurance plan information and coverage when a patient calls to book an appointment.

This means checking whether the patient's insurance is active, what services are covered, and any applicable copays or eligibility details.

Step 2: Health Cloud Out-of-the-Box Capability

Benefits Eligibility and Verification is the dedicated Health Cloud capability that allows provider offices and payers to verify a patient's insurance coverage, eligibility, and benefit details in real time, either through integration with payers or using Health Cloud workflows.

Extract:

"Health Cloud offers Benefits Eligibility and Verification, enabling providers and payers to confirm a patient's plan information and coverage eligibility, reducing the risk of denied claims and improving the patient experience." Administer Health Cloud - Benefits Eligibility and Verification Step 3: Review of Options A . Benefits Eligibility and Verification: Directly addresses insurance plan and coverage verification.

B . Intelligent Appointment Management: For scheduling, not insurance verification.

C . Utilization Management: For prior authorizations and care request reviews.

D . Identity Verification: For confirming patient identity, not insurance coverage.

### NEW QUESTION # 117

Which two data exchange standards support clinical data in Health Cloud?

Choose 2 answers

- A. HL7 v2
- B. SDTM v3.2
- C. FHIR R4
- D. DICOM 3.0

**Answer: A,C**

Explanation:

Step-by-Step Explanation:

Supported Data Exchange Standards:

Health Cloud natively supports modern clinical data standards such as FHIR R4 and traditional messaging formats like HL7 v2 for interoperability and data exchange.

Exact Extract:

"Health Cloud supports industry standards for data exchange, including FHIR R4 and HL7 v2, to enable clinical interoperability with EHR systems and other healthcare platforms." Reference:

Why Not Other Options?

DICOM 3.0: Used for imaging, not clinical data exchange in Health Cloud.

SDTM v3.2: Used for clinical trials data, not general patient/clinical data exchange in Health Cloud.

Conclusion:

FHIR R4 and HL7 v2 are the two standards officially supported for clinical data in Health Cloud.

### NEW QUESTION # 118

A pharma company runs personalized medicine programs and needs the ability to coordinate various steps involved in the process, like apheresis and infusion.

Which Health Cloud capability should help the company with this program?

- A. Advanced Therapy Management
- B. Intelligent Sales
- C. Integrated Care Management
- D. Intelligent Document Automation

**Answer: A**

Explanation:

Step-by-Step Explanation:

Advanced Therapy Management (ATM):

For personalized medicine programs, such as those involving apheresis and infusion, Salesforce Health Cloud offers Advanced Therapy Management (ATM), specifically designed for complex therapy coordination.

Exact Extract:

"Advanced Therapy Management supports cell and gene therapy processes by coordinating multiple steps such as collection, manufacturing, apheresis, and infusion." Reference:

Why Not Other Options?

Integrated Care Management: Focuses on traditional care plans and care team coordination, not advanced therapies.

Intelligent Document Automation/Intelligent Sales: Not related to therapy process coordination.

Conclusion:

Advanced Therapy Management is the correct Health Cloud capability for coordinating personalized medicine program steps.

### NEW QUESTION # 119

Bloomington Caregivers is implementing Home Health scheduling with Health Cloud. It must ensure that those who need to schedule the visits have the right permission set license.

Which permission set license should a consultant assign in this scenario?

- A. Field Dispatch Scheduler
- B. Execute Health Scheduling
- C. Healthcare Visit Manager

- **D. Manage Home Health**

**Answer: D**

### NEW QUESTION # 120

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

**Answer: B**

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 # 121

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