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Salesforce Health Cloud Accredited Professional certification exam is designed for professionals who work in the healthcare industry and want to demonstrate their expertise in using Salesforce Health Cloud to manage patient data and improve healthcare outcomes. Salesforce Health Cloud Accredited Professional certification is highly sought after by healthcare organizations looking for skilled professionals who can leverage technology to improve patient care.

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## **Pass Guaranteed 2026 Efficient Health-Cloud-Accredited-Professional: Salesforce Health Cloud Accredited Professional Pass Test**

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Salesforce Health Cloud Accredited Professional exam is designed to assess the knowledge and skills required to work with the Salesforce Health Cloud platform. Salesforce Health Cloud Accredited Professional certification is ideal for professionals who want to advance their careers in the healthcare industry and gain a deeper understanding of how to use technology to improve patient care. Health-Cloud-Accredited-Professional exam covers a range of topics, including healthcare industry trends, patient management, care coordination, and data security and privacy.

Salesforce Health-Cloud-Accredited-Professional Certification Exam is designed for professionals who want to demonstrate their expertise in using Salesforce Health Cloud, a CRM platform specifically designed for healthcare organizations. Salesforce Health Cloud Accredited Professional certification validates the skills and knowledge required to effectively implement, configure, and manage the Salesforce Health Cloud platform.

## **Salesforce Health Cloud Accredited Professional Sample Questions (Q66-Q71):**

### **NEW QUESTION # 66**

A Salesforce technical architect is migrating a service cloud org to health cloud and needs to update existing integrations to create records in health cloud objects instead of creating records in custom objects. Which unique health cloud considerations apply regarding the use of APIs in this case?

- A. Health cloud and custom objects both leverage the same object -level API approach. No unique health cloud considerations apply.
- B. Only object level APIs should be used as Business APIs are not used for record creation.
- **C. Health Cloud uses Business API's that should be used instead of object level API's**
- D. Any combination of object-level APIs and business APIs may be used.

**Answer: C**

### **NEW QUESTION # 67**

A consultant is working with an insurance provider to set up prior authorizations in Health Cloud. The provider requires a display of preauthorization outcomes from its external system which manages the end-to-end prior authorization process. Which solution is appropriate to meet this use case?

- A. Care Preauth and Care Preauth Item
- **B. Service Preauth and Preauth Detail**
- C. Plan Benefit and Plan Benefit Item
- D. Care Request and Care Request Item

**Answer: B**

Explanation:

In Salesforce Health Cloud, when dealing with prior authorizations, the correct data model objects are:

Service Preauth → Represents the overall prior authorization request (at the header level).

Preauth Detail → Captures the individual service line items or outcomes associated with the prior authorization.

This structure allows Health Cloud to integrate with an external utilization management system that handles the full prior authorization process. The Service Preauth object acts as the container for the request, while Preauth Detail records capture outcomes, decisions, and details returned from the external system.

This is exactly suited to the requirement:

"The provider requires a display of preauthorization outcomes from its external system which manages the end-to-end prior authorization process." Why not the others?

- A . Plan Benefit and Plan Benefit Item - These are used to model insurance plan coverage and benefits, not authorization workflows.
- B . Care Preauth and Care Preauth Item - These are older, deprecated objects in favor of the Service Preauth data model.
- D . Care Request and Care Request Item - These are used to track referrals and service requests (e.g., a doctor requesting lab work), but not prior authorization outcomes.

Salesforce Health Cloud Reference:

\* Salesforce Health Cloud Developer Guide - Utilization Management Data Model:

"The Service Preauth object represents the prior authorization request and its details. The Preauth Detail object contains service line items and outcomes for the prior authorization request." Salesforce Help: Utilization Management Data Model Salesforce Health Cloud Implementation Guide - Prior Authorizations

### NEW QUESTION # 68

A payer needs to manage requests for concurrent review of prior authorizations within Health Cloud and wants to use out-of-the-box record types and page layouts. However, the payer's Salesforce administrator does not see any preconfigured record types or page layouts for prior authorizations in the payer's Salesforce org.

What should a consultant recommend to the Salesforce administrator to expedite implementation?

- A. Install the Health Cloud Care Request Extensions package.
- B. Build custom page layouts and record types to support the requirement.
- C. Install the Health Cloud Claims unmanaged package.
- D. Install an AppExchange prior authorization package.

#### Answer: A

Explanation:

In Salesforce Health Cloud, to manage prior authorization requests using preconfigured record types and page layouts, the Health Cloud Care Request Extensions package must be installed. This package provides the necessary configurations for handling prior authorizations.

Steps to Install the Health Cloud Care Request Extensions Package:

Access the Package:

Obtain the installation link for the Health Cloud Care Request Extensions package from Salesforce's official resources or through the Salesforce AppExchange.

Install the Package:

Click on the installation link and log in to your Salesforce org.

Follow the installation prompts, selecting the appropriate security settings (e.g., granting access to all users).

Complete the installation process.

Verify Installation:

Navigate to Setup > Installed Packages to confirm that the Health Cloud Care Request Extensions package is listed.

Configure Record Types and Page Layouts:

After installation, the package provides preconfigured record types and page layouts for prior authorizations.

Assign these record types and layouts to the relevant user profiles to ensure accessibility.

Benefits of Installing the Health Cloud Care Request Extensions Package:

Preconfigured Components: The package includes out-of-the-box record types and page layouts tailored for managing prior authorizations, reducing the need for custom development.

Streamlined Processes: Facilitates efficient handling of prior authorization requests, improving operational workflows for payers.

Integration with Health Cloud: Ensures seamless integration with existing Health Cloud functionalities, maintaining data consistency and integrity.

By installing this package, the Salesforce administrator can expedite the implementation of prior authorization management within Health Cloud, leveraging Salesforce's pre-built solutions to meet the organization's needs effectively.

Reference:

Install Health Cloud Packages

Utilization Management in Health Cloud

### NEW QUESTION # 69

An external provider wants to get a patient's allergy information from Bloomington Caregivers' Health Cloud system.

Which Health Cloud API should a consultant recommend?

- A. Clinical Summary Healthcare API
- B. AllergyMedication API
- C. Q Interoperability API
- D. Patient Healthcare API

#### Answer: C

Explanation:

Step-by-Step

Requirement:

External provider needs access to patient allergy information.

Interoperability API:

Salesforce Health Cloud provides FHIR-based Interoperability APIs that expose clinical data, including AllergyIntolerance resources.

"Use the Health Cloud Interoperability API (FHIR R4) to retrieve AllergyIntolerance resources and other clinical data for a patient."

- Health Cloud Interoperability API Guide

Other Options:

Clinical Summary Healthcare API: Provides a summary but not structured, granular allergy data.

AllergyMedication API: Not a standard Salesforce API.

Patient Healthcare API: Broader resource, but allergies specifically are available through the Interoperability API.

Reference:

Health Cloud Interoperability API Guide

## NEW QUESTION # 70

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

### Answer: B

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 # 71

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