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## Salesforce Health Cloud Accredited Professional Sample Questions (Q87-Q92):

### NEW QUESTION # 87

Bloomington Caregivers has created and tested its first care plan template in sandbox, which includes problems, goals, and tasks. The company has deployed this template to its final environment using Data Loader.

Which two steps should a consultant recommend, following this deployment, to enable users to successfully leverage this new template?

Choose 2 answers

- A. Activate the problems, goals, and tasks associated with the template.
- B. Activate the new care plan template.
- C. Confirm User access to Care Plan objects.
- D. Conduct end-user training on the use of the care plan template.

Answer: B,C

Explanation:

Step 1: Requirement Analysis

After deploying a care plan template (including problems, goals, and tasks) via Data Loader to the final environment, users must be able to use the new template for creating care plans in production.

Step 2: Salesforce Health Cloud Documentation Guidance

According to the official Health Cloud administration guide, two key post-deployment steps are required:

1. Confirm User Access to Care Plan Objects

Users must have the correct permissions to view, create, and use care plan templates and related records. This involves assigning the appropriate permission sets or profiles to allow access to the Care Plan, Care Plan Template, and related objects.

Extract:

"Ensure users have the necessary permissions to access care plan templates and related objects so they can view and apply templates to patients' care plans." Administer Health Cloud - Care Plans and Permissions

2. Activate the New Care Plan Template

Templates (and their related records) must be activated after being deployed to make them available for use by end users. Care plan templates in Salesforce Health Cloud have an "Active" status that must be set to "True" or "Activated" before users can select them when creating new care plans.

Extract:

"After importing care plan templates and related data, administrators must activate the template to make it available to care coordinators and clinicians." Administer Health Cloud - Deploying and Activating Care Plan Templates Other Options:

B . Activate the problems, goals, and tasks associated with the template:

Not required as a separate step. When you activate the care plan template, its associated problems, goals, and tasks become available.

D . Conduct end-user training:

While important, it is not a required technical step for enabling the template after deployment.

Verified Answers:

A . Confirm User access to Care Plan objects.

C . Activate the new care plan template.

Reference:

Administer Health Cloud - Care Plan Templates

Administer Health Cloud - User Setup

## NEW QUESTION # 88

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 Request and Care Request Item
- **B. Service Preauth and Preauth Detail**
- C. Plan Benefit and Plan Benefit Item
- D. Care Preauth and Care Preauth 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 # 89

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. Identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization.**
- C. Research industry trends and develop a point of view, then present it to the customer for validation.
- D. Build a proof of concept to present to the client and ask them for feedback.

**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 # 90

A clinic is looking to manage its associated physicians within Health Cloud.

Which two objects support Salesforce's recommended approach to model the doctors in the clinic's Health Cloud org?

Choose 2 answers

- A. Contact
- **B. Healthcare Provider**
- **C. Healthcare Practitioner**
- D. Person Account

**Answer: B,C**

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference Healthcare Practitioner and Healthcare Provider Objects:

Salesforce recommends using the Healthcare Practitioner object for modeling individual doctors and the Healthcare Provider object for organizations/facilities.

Extract:

"Model physicians using the Healthcare Practitioner object and relate them to organizations or facilities using the Healthcare Provider object."

- Provider Network Management Data Model

Other Options:

A . Contact and B. Person Account are not the recommended approach for modeling licensed clinical professionals in the Health Cloud provider data model.

Reference:

Provider Network Management Data Model

#### NEW QUESTION # 91

Administrators at Bloomington Caregivers track patients' doctor visits in Health Cloud. The administrators need to send all of their patients' visit information to their Enterprise Resource Planning (ERP) system for a weekly billing cycle.

Which integration pattern should a consultant recommend for this?

- A. Request and Reply with an Enterprise Service Bus (ESB) tool
- **B. Nightly batch extract using an Extract, Transform, and Load (ETL) tool**
- C. ERP system to call the FHIR Billing API in Health Cloud
- D. Fire and Forget with an Enterprise Service Bus (ESB) tool

**Answer: B**

Explanation:

The scenario is about sending patients' visit information from Health Cloud to an ERP system on a weekly billing cycle.

This is a scheduled, bulk-data transfer requirement (not real-time, not request/response).

The correct integration pattern here is a batch extract using an ETL tool.

ETL tools (like Informatica, Mulesoft, Talend) are best for handling scheduled bulk data movement between Salesforce and external systems, especially for billing cycles.

The process can be scheduled nightly/weekly to pull visit data and send it to the ERP system.

Why not the others?

A . Fire and Forget with ESB - Used for real-time event-driven messaging (e.g., when an event happens, send a message immediately). Not needed here since the requirement is weekly batch.

C . ERP system to call the FHIR Billing API in Health Cloud - This would make sense if the ERP were pulling billing records via FHIR APIs, but here the need is sending visit data from Salesforce → ERP in bulk.

D . Request and Reply with ESB - Used when an external system calls Salesforce and expects an immediate response. Not applicable for scheduled, large-scale billing exports.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Integration Guide:

"For billing, claims, or other periodic back-office processes, use a batch integration pattern with an ETL tool to extract large volumes of patient and encounter data from Salesforce on a scheduled basis." Salesforce Integration Patterns and Practices  
Salesforce Health Cloud Data Exchange

## NEW QUESTION # 92

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