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Salesforce Health Cloud Accredited Professional Sample Questions (Q43-Q48):

NEW QUESTION # 43

A pharma company wants the ability to:

Upload a patient's insurance card, including automatic Member Plan record creation
Run a benefits verification check
Schedule on behalf of the patient with a provider
Cloud Accredited Professional
Which set of Health Cloud capabilities should enable the company to build this business process?

- A. Intelligent Appointment Management, Benefits Verification, Intelligent Document Automation, eFax Integration
- **B. Intelligent Document Automation, Intelligent Appointment Management, Intelligent Document Reader, Benefits Verification**
- C. Utilization Management, Care Management, Intelligent Document Automation, Intelligent Appointment Management
- D. virtual Care, Intelligent Appointment Management, Intelligent Document Automation, Intelligent Document Reader

Answer: B

Explanation:

Step-by-Step Explanation:

* Business Process Capabilities:

* Intelligent Document Automation: Upload and process patient insurance cards.

* Intelligent Document Reader: OCR and extract information to automatically create Member Plan records.

* Benefits Verification: Check and verify patient insurance benefits.

* Intelligent Appointment Management: Schedule on behalf of the patient with providers.

* Salesforce Documentation Reference:

* "Use Intelligent Document Automation and Intelligent Document Reader to upload and extract insurance card details, with automated Member Plan creation. Use Benefits Verification and Intelligent Appointment Management to enable scheduling and eligibility checks." -Health Cloud: Intelligent Document Automation-Health Cloud: Benefits Verification-Health Cloud:

Intelligent Appointment Management

* Why not the other options?

* Only D includes all needed automation for insurance card processing, Member Plan record creation, benefits verification, and scheduling.

References:

Intelligent Document Automation

Intelligent Document Reader

Benefits Verification

Intelligent Appointment Management

NEW QUESTION # 44

Bloomington Caregivers needs to easily view all of the complex associations between patients, personal relationships, healthcare practitioners, other people, and organizations in healthcare.

Which Health Cloud feature should a consultant leverage to meet this requirement?

- A. Patient Card
- **B. Actionable Relationship Center**
- C. Enhanced Timeline
- D. Care Team

Answer: B

Explanation:

The Actionable Relationship Center (ARC) in Salesforce Health Cloud provides a 360-degree view of complex associations between patients, their personal relationships, healthcare practitioners, and organizations. It visually represents these relationships in

an interactive graph, helping care coordinators understand and manage these connections effectively.

Key Features of ARC:

* Relationship Visualization: Displays all relevant relationships for a patient, including family members, caregivers, and healthcare providers.

* Interactive Interface: Users can click on entities to view detailed information and take actions like assigning tasks or sending messages.

* Customization: Supports the addition of custom relationship types tailored to the organization's needs.

Why Other Options Are Incorrect:

* Care Team: Focuses on defining and managing members of the care team but does not provide a visual representation of all relationships.

* Enhanced Timeline: Tracks patient interactions chronologically but does not map relationships.

* Patient Card: Displays patient-specific information but lacks relationship visualization capabilities.

References:

Actionable Relationship Center Overview

NEW QUESTION # 45

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. Integrated Care Management
- **B. Utilization Management**
- C. Intelligent Appointment Management
- D. Provider Network Management

Answer: B

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 # 46

Bloomington Caregivers wants to ensure it maintains the privacy of its users' data by enabling data protection details for leads, contacts, and person accounts during the initial Health Cloud install and configuration.

Which entity should the administrator enable within Data Protection and Privacy for Health Cloud to work in this scenario?

- A. Tasks
- B. Records
- **C. Objects**
- D. Fields

Answer: C

Explanation:

To ensure data privacy and protection for leads, contacts, and person accounts during the initial setup of Health Cloud, the administrator should enable Data Protection and Privacy at the object level. This configuration allows Health Cloud to manage privacy-related fields and processes for these entities.

Key Features:

- * Object-Level Privacy Settings: Enables data protection measures such as tracking consent and managing privacy preferences.
- * Applicable Entities: Specifically supports leads, contacts, and person accounts, aligning with patient data management needs.
- * Compliance: Ensures compliance with regulations like HIPAA by embedding privacy measures into the core data model.

Why Other Options Are Incorrect:

- * A. Fields: Field-level protection alone does not enable comprehensive privacy management for leads, contacts, and person accounts.
- * C. Tasks: Task privacy is not relevant for this scenario.
- * D. Records: While data protection applies to records, configuration is done at the object level for consistency across entities.

References:

Data Protection and Privacy in Health Cloud

HIPAA Compliance with Health Cloud

NEW QUESTION # 47

Which Data Model Leverages external objects to support the use Case?

- A. Care Observations
- **B. Claims**
- C. Clinical Service Requests
- D. Member Plan

Answer: B

Explanation:

Claims data model leverages external objects to support the use case of integrating claims data from external systems into Health Cloud. External objects are similar to custom objects, except that they map to data that's stored outside your Salesforce org1.

NEW QUESTION # 48

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