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Salesforce Health Cloud Accredited Professional exam consists of 60 multiple-choice questions that are to be completed within 90 minutes. Health-Cloud-Accredited-Professional Exam covers a range of topics, including healthcare data management, patient management, care coordination, and health analytics. It also assesses the candidates' knowledge of Salesforce Health Cloud functionalities, such as Health Cloud Console, Care Plan, and Health Cloud Analytics.

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Salesforce Health-Cloud-Accredited-Professional Exam is a challenging exam that requires a lot of preparation. To pass Health-Cloud-Accredited-Professional exam, professionals need to have a good understanding of the Salesforce Health Cloud platform and its various features. They also need to be familiar with healthcare industry standards and regulations. Professionals who Pass Health-Cloud-Accredited-Professional Exam can demonstrate their expertise in the Salesforce Health Cloud, which can open up new career opportunities for them.

Salesforce Health Cloud Accredited Professional Sample Questions (Q16-Q21):

NEW QUESTION # 16

A health plan provider would like to manage prior authorizations with predefined approval criteria. Which three features in Health Cloud should a consultant recommend in this case?

Choose 3 answers

- A. claims data model
- B. Intelligent Appointment Management
- C. Business Rules Engine
- D. Utilization Management data model
- E. Out-of-the-box Process libraries

Answer: C,D,E

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with References

* Business Rules Engine (BRE):

* Enables you to define, automate, and manage approval criteria for prior authorizations.

* Extract:

"Use Business Rules Engine to automate decisions and apply approval criteria for utilization management and prior authorizations."

-OmniStudio: Business Rules Engine

* Utilization Management Data Model:

* Provides standard Health Cloud objects to manage prior authorizations, including requests, approvals, and denials.

* Extract:

"Health Cloud Utilization Management provides a complete data model for tracking prior authorization requests and decisions."

-Health Cloud: Utilization Management Data Model

* Out-of-the-box Process Libraries:

* Prebuilt processes for common healthcare workflows, including prior authorizations.

* Extract:

"Out-of-the-box process libraries provide reusable flows for utilization management, including authorizations, appeals, and notifications."

-Administer Health Cloud: Process Libraries

* Incorrect Options:

* A. Claims data model:Related to claims, not prior authorizations.

* B. Intelligent Appointment Management:Focused on scheduling, not utilization management or prior authorization.

References:

OmniStudio: Business Rules Engine

Health Cloud: Utilization Management Data Model

Administer Health Cloud: Process Libraries

NEW QUESTION # 17

A call center agent at Bloomington Caregivers wants the ability to look up providers by location and specialty, to schedule an appointment on behalf of their patients.

Which two capabilities should a consultant recommend to enable this requirement?

Choose 2 answers

- **A. provider Search**
- **B. Intelligent Appointment Management**
- C. Experience Cloud for Health Cloud
- D. Integrated Care Management

Answer: A,B

Explanation:

Call center agents at Bloomington Caregivers require tools to streamline provider lookup and appointment scheduling for patients. Salesforce Health Cloud offers specific capabilities tailored to address these needs.

1. Provider Search (Answer A):

Purpose:

Provider Search enables users to locate healthcare providers based on specific criteria such as location, specialty, and availability. This functionality is essential for call center agents who need to identify and select suitable providers for patients.

Features:

Search by provider name, specialty, location, or other attributes.

Filter and sort results to narrow down the provider list.

Integration with the Salesforce Health Cloud data model to access real-time provider information.

Implementation Steps:

Configure Provider Records: Ensure all providers are set up correctly within Salesforce, including their specialties, locations, and other attributes.

Enable Provider Search: Add the Provider Search component to the appropriate Lightning pages or record layouts.

Reference:

Provider Management Overview

Configuring Provider Search

2. Intelligent Appointment Management (Answer B):

Purpose:

Intelligent Appointment Management streamlines the scheduling process by integrating provider availability, patient preferences, and other factors. It helps agents book appointments efficiently while minimizing scheduling conflicts.

Features:

Allows booking appointments based on provider availability.

Enables real-time synchronization with provider schedules.

Offers advanced scheduling logic to ensure compatibility with patient needs.

Implementation Steps:

Enable Salesforce Scheduler: Set up Salesforce Scheduler to integrate appointment booking with Health Cloud.

Configure Appointment Rules: Define scheduling policies, including time slots, duration, and patient-provider matching criteria.

Salesforce Scheduler for Health Cloud

Why Other Options Are Less Relevant:

C . Integrated Care Management:

Integrated Care Management focuses on managing care plans, assessments, and interventions. It is not designed for provider lookup or appointment scheduling.

D . Experience Cloud for Health Cloud:

Experience Cloud is used to create external portals for patient and provider access. While it can complement scheduling systems, it is not directly related to call center agent workflows.

Conclusion:

By implementing Provider Search and Intelligent Appointment Management, Bloomington Caregivers can empower their call center agents to efficiently locate providers and schedule appointments, improving patient satisfaction and operational efficiency.

Reference for Further Reading:

Salesforce Health Cloud Provider Management

Salesforce Scheduler Setup

NEW QUESTION # 18

Which format is acceptable for intelligent document automation upload?

- A. .MP4
- B. .CSV
- **C. .PNG**

- D. .DOC

Answer: C

NEW QUESTION # 19

An administrator for Bloomington Caregivers has added an Enhanced Timeline to an existing Patient Lightning page showing patient interactions, including records from a custom object developed to track caregiver preferences.

What else should the administrator complete post deployment of the enhanced timeline?

- **A. Add the custom object to the Timeline after deployment, then add it to the Timeline component.**
- B. Add the Timeline component to the Patient Lightning page and select the Timeline.
- C. Add the Timeline component to the Patient Lightning page activate the Timeline.
- D. Assign the users permissions to be able to view the timeline before adding to the Timeline component.

Answer: A

Explanation:

When deploying the Enhanced Timeline in Salesforce Health Cloud, administrators must ensure that all necessary objects, including custom objects, are properly configured and added to the Timeline. For tracking caregiver preferences, the steps include:

Key Actions Post-Deployment:

Add the Custom Object to the Timeline (Option A):

After the Enhanced Timeline is deployed, administrators must add the custom object (e.g., Caregiver Preferences) to the Timeline configuration.

This involves mapping the fields and interactions from the custom object to the Timeline's data source, ensuring they appear in the Enhanced Timeline.

Steps to Add Custom Objects to the Timeline:

Navigate to Setup > Timeline Configuration.

Select the desired Timeline view or create a new one.

Add the custom object as a Timeline Entry Type and configure the relevant fields.

Save the configuration and ensure it is applied to the Enhanced Timeline component.

Other Options Reviewed:

Option B: The Timeline component must already be added to the Lightning page before additional configuration steps.

Option C: Permissions to view the Timeline are set up earlier during deployment, not as a post-deployment step.

Option D: The Timeline component activation occurs during page configuration and deployment.

Reference:

Enhanced Timeline Configuration Guide

Customizing Timelines in Salesforce Health Cloud

NEW QUESTION # 20

Which three steps are needed to setup Care Requests? (Choose three).

- **A. Install UM unmanaged package for Health Cloud. Then assign Health cloud Utilization management..... cloud permission set licenses.**
- **B. Create a new case record type for each Care Request type**
- **C. Choose case Care Request record type for each Care Request configuration.**
- D. Choose any existing case record type for each Care Request type.
- E. All Care requests are pre-setup on all Health Cloud orgs by default.

Answer: A,B,C

NEW QUESTION # 21

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