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Salesforce Health Cloud platform is a cloud-based solution designed to help healthcare providers manage patient data and provide better care. The platform provides a comprehensive view of patients' health data, including medical history, medications, and treatment plans. The Salesforce Health Cloud Accredited Professional certification exam enables professionals to demonstrate their expertise in using the platform to improve patient care, streamline operations, and drive business value.

Salesforce Health Cloud Accredited Professional Sample Questions (Q23-

Q28):

NEW QUESTION # 23

A payer is looking for a solution to recruit, credential, and onboard providers into its network. Which Health Cloud add-on should help the payer address these requirements?

- A. Utilization Management
- B. Contact Center for Payers
- C. Provider Relationship Management
- **D. Provider Network Management**

Answer: D

Explanation:

Step 1: Understanding the Requirement

A payer organization needs to recruit, credential, and onboard providers into its network. This requires features that manage provider information, credentialing processes, onboarding workflows, and network directory maintenance.

Step 2: Official Salesforce Health Cloud Capability

Salesforce Health Cloud offers an add-on called Provider Network Management (PNM) that is specifically designed for payers to recruit, credential, and onboard providers.

Extract:

"Provider Network Management streamlines recruiting, credentialing, onboarding, and network directory maintenance for payers. It provides tools to manage the provider lifecycle from initial recruitment through onboarding and network management." Administer Health Cloud - Provider Network Management Step 3: Review of Options

- * A. Contact Center for Payers: Focused on member and provider service center functionality, not recruiting or credentialing.
- * B. Utilization Management: Focused on authorization and medical necessity reviews, not onboarding or credentialing.
- * C. Provider Network Management: Specifically built for recruiting, credentialing, and onboarding providers.
- * D. Provider Relationship Management: Focuses on relationship management post-onboarding, but not credentialing/onboarding workflows.

Reference:

Provider Network Management in Health Cloud

NEW QUESTION # 24

Bloomington Caregivers is implementing Health Cloud for managing the healthcare data of children under the age of 13. Which three considerations should the company take into account to ensure compliance with the Children's Online Privacy Protection Act (COPPA)?

Choose 3 answers

- **A. Disclosing the organization's privacy policy to parents and obtaining their consent**
- **B. Obtaining verified parental consent before collecting and storing any personal information of children**
- C. Ensuring that Bloomington Caregivers' system implementation partner has met all COPPA regulations during the build phase
- D. Ensuring information collected about children is protected with at rest and in-transit encryption
- **E. Implementing appropriate security measures to safeguard children's personal information**

Answer: A,B,E

Explanation:

Step-by-Step

COPPA Requirements in Healthcare Applications:

Disclose privacy policy and obtain parental consent:

"Organizations must provide clear privacy notices to parents and obtain their consent before collecting any personal information from children under 13."

- Reference: Salesforce Security Guide, COPPA Compliance

Obtain verified parental consent before collection/storage:

"Verified parental consent is a core requirement for COPPA, prior to collection and storage of children's personal data." Implement security measures:

"Appropriate security controls and safeguards must be in place to protect children's data as mandated by COPPA." Encryption:

While encryption is a best practice (option D), COPPA explicitly requires appropriate security but does not mandate encryption at rest and in transit as a specific requirement, though it is recommended.

Partner Compliance:

Option E refers to the implementation partner, but regulatory responsibility remains with the covered entity (Bloomington Caregivers), not the partner.

Reference:

Salesforce Security Implementation Guide - COPPA Compliance
Health Cloud Security and Compliance

NEW QUESTION # 25

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

Answer: B

Explanation:

The administrator needs to add the custom object to the Timeline after deployment, then add it to the Timeline component. This will allow the custom object records to be displayed on the Enhanced Timeline2.

NEW QUESTION # 26

A provider is looking to implement Utilization Management in Health Cloud and submit and track prior authorizations. Which two capabilities should a consultant customize to achieve this?

- A. Integrate using MuleSoft Direct for electronic Prior Authorizations (ePA).
- B. Create a new UtilizationManagementSettings record in Custom Settings.
- **C. Create a new Support Process to match the customer's process steps.**
- **D. Customize the Service Request object.**

Answer: C,D

Explanation:

The two capabilities that a consultant should customize to implement Utilization Management in Health Cloud and submit and track prior authorizations are creating a new Support Process to match the customer's process steps and customizing the Service Request object. A Support Process defines the picklist values available for the Status field on a Service Request record, which represents a prior authorization request. The consultant can create a new Support Process to match the customer's process steps, such as Submitted, Approved, Denied, or Pending. The Service Request object stores information about the prior authorization request, such as the patient, the provider, the service type, and the outcome. The consultant can customize this object by adding or removing fields, creating validation rules, or defining page layouts.

NEW QUESTION # 27

Which objects are leveraged to track patient referrals?

- A. Care Request
- B. Cases
- C. Care Program Enrollee
- **D. Lead**

Answer: D

Explanation:

According to the Health Cloud Implementation Guide, Lead is the object that is leveraged to track patient referrals. Lead is a standard object that represents a potential customer or patient who has expressed interest in a product or service. Leads can be converted into person accounts or contacts when they are qualified. Care Request, Care Program Enrollee, and Cases are not objects that are used to track patient referrals.

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