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Salesforce AP-211 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Implement: This domain focuses on installing Health Cloud, configuring applications and OmniStudio components, customizing features, implementing integrations and APIs, configuring security rules, and establishing reporting.
Topic 2	<ul style="list-style-type: none"> Discovery: This domain covers identifying customer personas and stakeholders, defining required capabilities from use cases, and gathering functional and technical requirements to achieve desired business outcomes.
Topic 3	<ul style="list-style-type: none"> Deploy: This domain addresses pre-deployment and post-deployment steps for specific use cases and Health Cloud capabilities, along with managing technical aspects through Mobile app capabilities.
Topic 4	<ul style="list-style-type: none"> Design: This domain encompasses creating Health Cloud solution designs using best practices, modeling healthcare entities with appropriate objects, determining specific capabilities to use, defining success metrics and reporting, implementing security and compliance, developing integration strategies, and creating data migration plans.

Salesforce Health Cloud Accredited Professional Sample Questions (Q60-Q65):

NEW QUESTION # 60

A customer wants to view a patient's health conditions and clinical encounters as a sequence of events happening over time on the patient's Person Account page.

What should a consultant do to achieve this using the Enhanced Timeline functionality?

- A. Clone the HCTimeline FlexCard for customization.
- B. Create a new Timeline record within Setup.
- C. Create a new Timeline View Configuration record.
- D. Add a record to the HealthCloudTimelineConfig custom setting.

Answer: C

Explanation:

* Enhanced Timeline Functionality:

The Enhanced Timeline in Health Cloud displays a sequence of clinical events (e.g., health conditions and encounters) on a patient's Person Account.

Exact Extract:

"To configure the Enhanced Timeline component to show custom event types and adjust the event display, create a Timeline View Configuration record." Reference:

* Other Options:

Timeline records within Setup and HealthCloudTimelineConfig custom setting are not how the Enhanced Timeline is configured for new event views.

Cloning the HCTimeline FlexCard is not required or recommended for this configuration.

NEW QUESTION # 61

A provider would like to create Salesforce reports to analyze patient outcomes and patient referrals.

Which three steps should a consultant recommend as part of the reporting setup to ensure the provider can view this report appropriately?

Choose 3 answers

- A. Adjust template care management reports and dashboards.
- B. Leverage the Patient Referral Management unmanaged package.
- C. Enable the enhanced Analytics for Healthcare setting in Setup.
- D. Create custom report types for clinical objects.
- E. Assign appropriate permissions to internal users.

Answer: C,D,E

Explanation:

To ensure a provider can create and view Salesforce reports analyzing patient outcomes and referrals, the following steps are required:

A . Create custom report types for clinical objects.

Health Cloud clinical data (e.g., patient outcomes, referrals, care plans) resides in custom objects.

To report on them, you must create custom report types.

D . Enable the enhanced Analytics for Healthcare setting in Setup.

This setting provides preconfigured reports and dashboards tailored for healthcare, such as referrals, utilization, and outcomes reporting.

E . Assign appropriate permissions to internal users.

Providers need the correct Health Cloud and reporting permissions to access and run these reports.

Without appropriate object-level and FLS permissions, reports won't display the necessary data.

Why not the others?

B . Leverage the Patient Referral Management unmanaged package - Referral management is now native in Health Cloud. The unmanaged package was used in early versions but is deprecated and not recommended.

C . Adjust template care management reports and dashboards - These are useful but do not provide referral and outcome reporting by themselves. Customization and proper report type setup are still required.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Implementation Guide - Reports and Dashboards:

"Enable Enhanced Analytics for Healthcare to access out-of-the-box reports and dashboards for referrals, utilization management, and patient outcomes."

"Create custom report types for Health Cloud clinical objects to extend reporting capabilities."

"Ensure users have the appropriate object and field permissions to run reports."

NEW QUESTION # 62

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

Answer: C

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.

Reference:

Intelligent Document Automation

Intelligent Document Reader

Benefits Verification

Intelligent Appointment Management

NEW QUESTION # 63

Prior to go-live for Bloomington Caregivers, a consultant loads the future system users into Salesforce.

Which two out-of-the-box permission sets should the consultant assign to the users to give them access to Health Cloud?

Choose 2 answers

- A. Health Cloud Foundation
- B. Health Cloud Standard
- C. Health Cloud permission set license
- D. Health Cloud Platform permission set license
- E. Health Cloud User

Answer: C,D

NEW QUESTION # 64

A provider's office wants to verify a patient's insurance plan information and coverage when they call into the call center to book an appointment.

Which capability should a consultant leverage to address this requirement?

- A. Benefits Eligibility and Verification
- B. Utilization Management
- C. Identity Verification
- D. Intelligent Appointment Management

Answer: A

Explanation:

Step 1: Requirement Analysis

The provider's office needs to verify a patient's insurance plan information and coverage when a patient calls to book an appointment.

This means checking whether the patient's insurance is active, what services are covered, and any applicable copays or eligibility details.

Step 2: Health Cloud Out-of-the-Box Capability

Benefits Eligibility and Verification is the dedicated Health Cloud capability that allows provider offices and payers to verify a patient's insurance coverage, eligibility, and benefit details in real time, either through integration with payers or using Health Cloud workflows.

Extract:

"Health Cloud offers Benefits Eligibility and Verification, enabling providers and payers to confirm a patient's plan information and coverage eligibility, reducing the risk of denied claims and improving the patient experience." Administer Health Cloud - Benefits Eligibility and Verification Step 3: Review of Options A . Benefits Eligibility and Verification: Directly addresses insurance plan and coverage verification.

B . Intelligent Appointment Management: For scheduling, not insurance verification.

C . Utilization Management: For prior authorizations and care request reviews.

D . Identity Verification: For confirming patient identity, not insurance coverage.

NEW QUESTION # 65

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