

2026 Health-Cloud-Accredited-Professional: Salesforce Health Cloud Accredited Professional Latest New Study Notes



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Health-Cloud-Accredited-Professional

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Salesforce Health Cloud Accredited Professional certification exam is a rigorous exam that requires a thorough understanding of healthcare industry standards and regulations. It covers areas such as data security, privacy, and compliance, as well as the use of Salesforce Health Cloud to manage patient data, care plans, and communications. Health-Cloud-Accredited-Professional Exam also evaluates the candidate's knowledge of best practices for configuring and customizing the platform to meet the unique needs of healthcare providers.

Salesforce Health Cloud Accredited Professional Sample Questions (Q11-Q16):

NEW QUESTION # 11

Which two health cloud specific setting must be configuration Health cloud org has lightning experience enabled person account..... (Choose two)

- A. Under Custom Metadata Types, enable the Health cloud Setting
- B. Under Custom Metadata Types, Update the Health cloud 'HCFeature'...
- C. Under Custom Metadata Types, Create a mapping records for Person accounts.
- D. Enable "Use Person Accounts" custom setting.
- E. Disable "Use Individual Data Model" in custom setting

Answer: B,C

Explanation:

Under Custom Metadata Types, Update the Health cloud 'HCFeature'... and Under Custom Metadata Types, Create a mapping records for Person accounts (E) are two Health Cloud specific settings that must be configured in a Health Cloud org that has Lightning Experience enabled person account. Under Custom Metadata Types, enable the Health cloud Setting (A) and Disable "Use Individual Data Model" in custom setting (B) are not required settings for Health Cloud. Enable "Use Person Accounts" custom setting (D) is not a valid setting in Health Cloud.

NEW QUESTION # 12

An Health Cloud administrator has setup risk recalculation by setting the recalculate flag to true, but is not seeing the recalculation score for the patient. Which of the following is mostly likely the reason why the recalculation score for the patient is not displaying?

- A. CMS risk scores should be recalculated using only third party APIs.
- B. Risk scores can only be calculated using the CMS recalculation API.
- C. CMS risk scores cannot be recalculated in Health Cloud.
- D. Risk scores are recalculated only for patients that are affiliated with a Care Program.

Answer: D

NEW QUESTION # 13

A MedTech company is implementing Health Cloud to better plan and track surgical case visits, manage device inventory and run cycle counts.

Which data model should a consultant recommend the company use?

- A. Inventory Management
- B. Provider Engagement

- C. Life Sciences
- D. Intelligent Sales

Answer: C

Explanation:

To better plan and track surgical case visits, manage device inventory and run cycle counts, a consultant should recommend the MedTech company use the Life Sciences data model in Health Cloud. This data model provides objects and fields to store and manage information related to surgical cases, devices, inventories, cycle counts, and more. Intelligent Sales, Inventory Management, or Provider Engagement are not data models that exist in Health Cloud.

NEW QUESTION # 14

A consultant is preparing to install Health Cloud in a production org for the first time. Which three tasks should the consultant ensure are completed prior to installing Health Cloud? Choose 3 answers

- A. Enable Chatter.
- B. Enable Person Accounts.
- C. Enable Shield Event Monitoring.
- D. Enable Contacts to Multiple Accounts.
- E. Enable Health Cloud Installation Monitor.

Answer: A,B,D

Explanation:

Step-by-Step

Salesforce Health Cloud Prerequisites:

Enable Person Accounts:

Required for representing patients and healthcare contacts.

"Person Accounts must be enabled before installing Health Cloud."

- Reference: Health Cloud Installation Prerequisites

Enable Chatter:

Health Cloud uses Chatter for collaboration between care teams.

"Chatter must be enabled to use Health Cloud features like care coordination and notes."

- Reference: Health Cloud Installation Prerequisites

Enable Contacts to Multiple Accounts:

Necessary to relate patients to multiple organizations/providers.

"Enable Contacts to Multiple Accounts to relate contacts (patients) to more than one account (e.g., provider, payer)."

- Reference: Health Cloud Installation Prerequisites

Other Options:

B. Enable Shield Event Monitoring: Not required for Health Cloud installation (but is a best practice for auditing and compliance in some orgs).

D. Enable Health Cloud Installation Monitor: Not a standard Salesforce setting or prerequisite.

Reference:

Health Cloud Installation Prerequisites

NEW QUESTION # 15

A payer needs to manage requests for concurrent review of prior authorizations within Health Cloud and wants to use out-of-the-box record types and page layouts. However, the payer's Salesforce administrator does not see any preconfigured record types or page layouts for prior authorizations in the payer's Salesforce org.

What should a consultant recommend to the Salesforce administrator to expedite implementation?

- A. Build custom page layouts and record types to support the requirement.
- B. Install an AppExchange prior authorization package.
- C. Install the Health Cloud Care Request Extensions package.
- D. Install the Health Cloud Claims unmanaged package.

Answer: C

Explanation:

In Salesforce Health Cloud, to manage prior authorization requests using preconfigured record types and page layouts, the Health Cloud Care Request Extensions package must be installed. This package provides the necessary configurations for handling prior authorizations.

Steps to Install the Health Cloud Care Request Extensions Package:

* Access the Package:

* Obtain the installation link for the Health Cloud Care Request Extensions package from Salesforce's official resources or through the Salesforce AppExchange.

* Install the Package:

* Click on the installation link and log in to your Salesforce org.

* Follow the installation prompts, selecting the appropriate security settings (e.g., granting access to all users).

* Complete the installation process.

* Verify Installation:

* Navigate to Setup > Installed Packages to confirm that the Health Cloud Care Request Extensions package is listed.

* Configure Record Types and Page Layouts:

* After installation, the package provides preconfigured record types and page layouts for prior authorizations.

* Assign these record types and layouts to the relevant user profiles to ensure accessibility.

Benefits of Installing the Health Cloud Care Request Extensions Package:

* Preconfigured Components: The package includes out-of-the-box record types and page layouts tailored for managing prior authorizations, reducing the need for custom development.

* Streamlined Processes: Facilitates efficient handling of prior authorization requests, improving operational workflows for payers.

* Integration with Health Cloud: Ensures seamless integration with existing Health Cloud functionalities, maintaining data consistency and integrity.

By installing this package, the Salesforce administrator can expedite the implementation of prior authorization management within Health Cloud, leveraging Salesforce's pre-built solutions to meet the organization's needs effectively.

References:

Install Health Cloud Packages

Utilization Management in Health Cloud

NEW QUESTION # 16

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