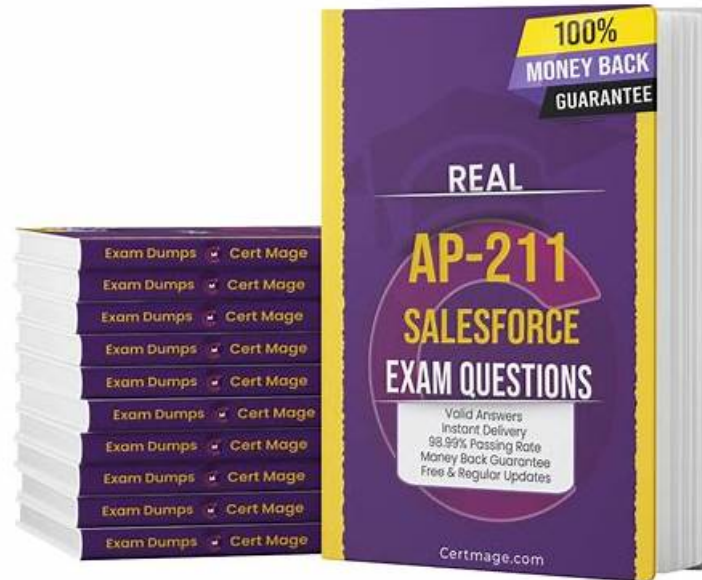


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Salesforce AP-211 Exam Syllabus Topics:

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"> • 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 3	<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 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 (Q27-Q32):

NEW QUESTION # 27

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. Intelligent Sales
- B. Life Sciences
- **C. Inventory Management**
- D. Provider Engagement

Answer: C

Explanation:

The use case mentions:

Plan and track surgical case visits

Manage device inventory

Run cycle counts

These requirements directly align with the Health Cloud Inventory Management data model.

Inventory Management in Health Cloud is designed for MedTech and Life Sciences companies to track:

Surgical case planning and scheduling

Medical device and implant inventory management

Cycle counts and stock levels across facilities

It supports end-to-end surgical case tracking, ensuring the right devices are available at the right place and time.

Why not the others?

A . Life Sciences - Broader model used for clinical trials, patient programs, and pharma engagement, but not focused on surgical case + device inventory.

B . Provider Engagement - Used for managing provider relationship data (e.g., physician affiliations, facilities), not inventory or surgical planning.

C . Intelligent Sales - Focused on sales optimization and customer engagement, not surgical case or inventory management.

Salesforce Health Cloud Reference:

Salesforce Health Cloud - Inventory Management Guide:

"Use the Inventory Management data model to manage device inventory, surgical case planning, cycle counts, and medical device tracking across healthcare facilities."

NEW QUESTION # 28

A consultant is working with an insurance provider to set up prior authorizations in Health Cloud. The provider requires a display of preauthorization outcomes from its external system which manages the end-to-end prior authorization process.

Which solution is appropriate to meet this use case?

- A. Care Preauth and Care Preauth Item
- **B. Service Preauth and Preauth Detail**
- C. Plan Benefit and Plan Benefit Item
- D. Care Request and Care Request Item

Answer: B

Explanation:

In Salesforce Health Cloud, when dealing with prior authorizations, the correct data model objects are:

Service Preauth → Represents the overall prior authorization request (at the header level).

Preauth Detail → Captures the individual service line items or outcomes associated with the prior authorization.

This structure allows Health Cloud to integrate with an external utilization management system that handles the full prior authorization process. The Service Preauth object acts as the container for the request, while Preauth Detail records capture outcomes, decisions, and details returned from the external system.

This is exactly suited to the requirement:

"The provider requires a display of preauthorization outcomes from its external system which manages the end-to-end prior authorization process." Why not the others?

A . Plan Benefit and Plan Benefit Item - These are used to model insurance plan coverage and benefits, not authorization workflows.

B . Care Preauth and Care Preauth Item - These are older, deprecated objects in favor of the Service Preauth data model.

D . Care Request and Care Request Item - These are used to track referrals and service requests (e.g., a doctor requesting lab work), but not prior authorization outcomes.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Developer Guide - Utilization Management Data Model:

"The Service Preauth object represents the prior authorization request and its details. The Preauth Detail object contains service line items and outcomes for the prior authorization request." Salesforce Help: Utilization Management Data Model Salesforce Health Cloud Implementation Guide - Prior Authorizations

NEW QUESTION # 29

A customer is looking to implement Discovery Framework to manage their intake and clinical assessments.

Which three capabilities should a consultant configure with Health Cloud out-of-the-box to enhance their assessment functionality?

Choose 3 answers

- **A. Digital Signature Capture**
- **B. Using Previously Submitted Responses**
- C. SMS Assessment Completion
- D. Adding a QR Code
- **E. FHIR Question Bank**

Answer: A,B,E

Explanation:

Step 1: Understanding the Discovery Framework in Health Cloud

The Discovery Framework in Salesforce Health Cloud is designed to streamline intake and clinical assessments by providing reusable, modular, and compliant tools for healthcare organizations. It enables organizations to collect, store, and reuse responses to assessment questions efficiently and securely.

Reference:

"Discovery Framework provides a way to design, distribute, and reuse forms and assessments for clinical and non-clinical scenarios. It leverages reusable question banks, digital data capture, and integration with Health Cloud objects." Administer Health Cloud -

Assessments and Discovery Framework Step 2: FHIR Question Bank Capability: The use of a FHIR-based Question Bank allows healthcare organizations to standardize questions and reuse them across multiple assessments. This ensures consistency and regulatory compliance in data collection.

Extract:

"The Question Bank leverages the FHIR Questionnaire resource, making it easy to define, store, and reuse question sets for various clinical assessments." Administer Health Cloud - Discovery Framework: Question Bank Step 3: Digital Signature Capture Capability: Digital Signature Capture is supported natively in Health Cloud assessments, ensuring consent, authenticity, and regulatory compliance.

Extract:

"Out-of-the-box support for digital signature capture in assessment forms allows for secure, auditable consent capture, which is often required for clinical or legal compliance." Administer Health Cloud - Discovery Framework Features Step 4: Using Previously Submitted Responses Capability: The ability to use previously submitted responses enhances user experience and speeds up the

intake process by pre-populating assessments with earlier responses where relevant.

Extract:

"You can configure assessments to pre-fill questions with responses from prior assessments, supporting both efficiency and patient engagement." Administer Health Cloud - Reuse of Data in Assessments Step 5: Options Not Natively Supported Out-of-the-Box A . Adding a QR Code: Not natively supported in Health Cloud Discovery Framework out-of-the-box for assessments. This would require custom development or external integrations.

B . SMS Assessment Completion: Not supported out-of-the-box; may require integration with Marketing Cloud or external SMS services and customization.

Reference for non-supported features:

"Features such as QR code generation or SMS completion notifications are not available out of the box and would require customizations or integrations." Administer Health Cloud

NEW QUESTION # 30

A customer wants to leverage dependent intervention tasks as part of their care coordination solution using Integrated Care Management.

Which feature should a consultant configure to accomplish this task?

- A. Intervention Templates
- B. Industry Template Library
- C. Care Plan Task Templates
- **D. Action Plan Templates**

Answer: D

Explanation:

* Dependent Intervention Tasks:

Exact Extract:

"Action Plan Templates allow you to define and manage dependent intervention tasks for integrated care management workflows, enabling conditional task sequencing." Reference:

* Other Options:

Industry Template Library: Repository of templates, not task logic.

Intervention Templates and Care Plan Task Templates: Do not provide logic for dependent/conditional tasks within a care plan.

NEW QUESTION # 31

A payer is looking to optimize the workflow for its call center, which focuses primarily on members calling to check on the status of their prior authorization requests.

How should a consultant conduct discovery to define a workflow for these call center users?

- A. Research industry trends and develop a point of view, then present it to the customer for validation.
- **B. Identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization.**
- C. Use work from another project to inform the discovery, then review it with the IT department.
- D. Build a proof of concept to present to the client and ask them for feedback.

Answer: B

Explanation:

Step 1: Requirement

Define workflow for call center users focused on prior authorization status checks.

Step 2: Best Practice for Workflow Discovery

Discovery should be user-centered, involving direct engagement with actual users (personas).

Observing and documenting their daily processes identifies real pain points and optimization opportunities.

Extract:

"Best practice for workflow discovery is to interview and observe key personas, document their processes, and map opportunities for automation and optimization." Salesforce Architect - Business Process Discovery Other options (industry research, previous projects, or proof of concept) do not provide the necessary user insight for workflow design.

