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**Salesforce Health-Cloud-Accredited-Professional Exam Questions with**

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Salesforce Health-Cloud-Accredited-Professional Certification Exam is a specialized certification designed for individuals who want to validate their expertise in using Salesforce Health Cloud. Salesforce Health Cloud is a powerful platform that enables healthcare providers to better manage patient relationships, streamline care coordination, and improve patient outcomes. Salesforce Health Cloud Accredited Professional certification is ideal for healthcare professionals who want to advance their careers and demonstrate their proficiency in using Salesforce Health Cloud.

Salesforce Health Cloud Accredited Professional certification exam is designed to test the expertise of professionals in the healthcare industry who use Salesforce Health Cloud. Salesforce Health Cloud Accredited Professional certification is for individuals who want to demonstrate their knowledge and skills in configuring, implementing, and using Salesforce Health Cloud to improve patient care and outcomes.

### Salesforce Health Cloud Accredited Professional Sample Questions (Q18-Q23):

#### NEW QUESTION # 18

Which format is acceptable for intelligent document automation upload?

- A. .CSV
- B. .MP4
- C. .DOC
- D. .PNG

#### Answer: D

Explanation:

Intelligent document automation supports the following file formats for upload: .jpg, jpeg, .png, .pdf, and .tif2. Therefore, .png is the only acceptable format among the options.

#### NEW QUESTION # 19

Bloomington Caregivers wants to show its end users highlighted information about its providers that work at specific facilities, in one place. This would include provider contact details and the provider's specialty at a given facility. Which Health Cloud feature should a consultant implement to fulfill this requirement?

- A. HCProvider360 FlexCard
- B. Provider Network Management
- C. Provider Relationship Card
- D. Facility Relationship Center

#### Answer: C

Explanation:

To show end users highlighted information about providers that work at specific facilities, a consultant should implement the Provider Relationship Card feature. This feature allows end users to view information such as provider name, contact details, specialty, role, facility name, and relationship status on a card-like interface on the Facility record page. Provider Network Management, Facility Relationship Center, or HCProvider360 FlexCard are not features that can fulfill this requirement.

#### NEW QUESTION # 20

A payer is implementing Health Cloud and wants to leverage predefined rules for its prior authorization request review process. The payer would like to leverage out-of-the-box Health Cloud functionality to drive speed to value.

Which prebuilt feature should a consultant recommend the payer leverage?

- A. FlexCards
- B. Integration Procedures
- C. Expression Set Templates
- D. OmniScript Templates

**Answer: C**

Explanation:

Expression Set Templates are the prebuilt feature that the payer should leverage to implement predefined rules for its prior authorization request review process. Expression Set Templates are reusable sets of expressions that can be used to evaluate business logic and trigger actions based on the results.

#### NEW QUESTION # 21

Which three business process are supported by Salesforce HC utilization Management? (Choose 3)

- A. Appeals
- B. Drug Request
- C. Ticketing
- D. Admissions
- E. Physician Request

**Answer: A,B,D**

Explanation:

Reference and details below.

#### Support and Manage Care Requests

salesforce

Give your users the tools to collaborate seamlessly on submitting, assigning, and processing care requests. Utilization management makes it easier for payer organizations to gather member and clinical data from providers, streamline care request reviews, and evaluate reviews for medical necessity. Health care providers can quickly submit care requests with fewer phone calls and faxes for preauthorizations.

Health Cloud provides standard objects to support these business processes:

- Prescription drug preauthorization requests
- Service preauthorization requests
- Admissions
- Concurrent (continued stay) reviews
- Appeals
- Complaints and grievances

#### NEW QUESTION # 22

Bloomington Caregivers needs to monitor care plan adherence for the patients at various facilities within its network. What is available to extend the reporting capability of Health Cloud?

- A. Insights for Health Cloud
- B. Reporting unmanaged package
- C. CRM Analytics for Health Cloud
- D. Care Management Extension

**Answer: C**

Explanation:

To extend the reporting capability of Health Cloud, a consultant should recommend CRM Analytics for Health Cloud. This is a feature that provides pre-built dashboards and reports that help users analyze various aspects of health care delivery, such as care plan adherence, patient outcomes, referral management, network performance, and more<sup>12</sup>. CRM Analytics for Health Cloud also allows users to customize and create their own dashboards and reports based on their specific needs<sup>13</sup>. Care Management

Extension, Insights for Health Cloud, or Reporting unmanaged package are not features that can extend the reporting capability of Health Cloud.

## NEW QUESTION # 23

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