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## Salesforce Health Cloud Accredited Professional Sample Questions (Q26-Q31):

### NEW QUESTION # 26

An administrator for Health Cloud wants to ensure that the files in their full sandbox instance are encrypted. Which encryption solution supports the encryption of files in this scenario?

- A. Salesforce Shield
- B. Industry Data Security
- C. Classic Encryption
- D. salesforce Data Mask

#### Answer: A

Explanation:

Step-by-Step Explanation:

Requirement:

Encrypt files in a full sandbox instance.

Salesforce Shield Platform Encryption:

Provides encryption of files and attachments at rest across Salesforce environments (including sandboxes).

"Use Shield Platform Encryption to encrypt files and attachments stored in Salesforce, including those in sandbox environments."

- Salesforce Shield Platform Encryption Guide

Other Options:

Classic Encryption: Only encrypts a limited set of standard fields, not files or attachments.

Salesforce Data Mask: Masks data for sandbox use, but does not encrypt files for runtime.

Industry Data Security: Not a Salesforce product for file encryption.

Reference:

Shield Platform Encryption Guide

### NEW QUESTION # 27

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

#### Answer: D

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 # 28

A payer needs to implement a program to address the rising healthcare expenses and ensure affordable care for its members. The payer aims to strike a balance between quality care and managing the cost of care effectively by streamlining its approval processes for care requests.

Which capability in Health Cloud helps the payer accomplish this?

- A. Provider Network Management
- B. Integrated Care Management
- C. Intelligent Appointment Management
- D. **Utilization Management**

**Answer: D**

Explanation:

Step 1: Requirement Analysis

Payer needs to manage healthcare expenses while ensuring quality, affordable care.

Seeks to streamline approval processes for care requests.

Step 2: Utilization Management in Health Cloud

Utilization Management (UM) provides workflows and automation for reviewing, approving, or denying care requests. This supports balancing cost controls with quality care through evidence-based review processes.

Extract:

"Utilization Management helps payers manage costs and ensure members receive appropriate care by streamlining the review and approval process for pre-authorizations and care requests." Administer Health Cloud - Utilization Management Step 3: Review of Options A . Utilization Management: Directly addresses care request review, cost, and quality balance.

B . Provider Network Management: Focuses on managing provider networks, not utilization/cost review.

C . Intelligent Appointment Management: For scheduling only.

D . Integrated Care Management: Focuses on care coordination, not cost/approval workflow.

### NEW QUESTION # 29

A payer receives faxes for clinical review as part of the determination process. The payer needs Health Cloud to automatically capture the data from the documents received from patients and manage the end-to-end approval process.

Which two Health Cloud capabilities should a consultant recommend as a way to build this process?

Choose 2 answers

- A. Care Authorizations
- B. Integrated Care Management
- C. **Utilization Management**
- D. Intelligent Document Automation

**Answer: C,D**

Explanation:

Step-by-Step Explanation:

Intelligent Document Automation:

Exact Extract:

"Intelligent Document Automation in Health Cloud automatically extracts data from incoming documents, including faxes, and creates structured data for downstream workflows." Reference:

Utilization Management:

Exact Extract:

"Utilization Management provides workflows and automation to support end-to-end approval processes, including clinical review and authorizations." Why Not Other Options?

Integrated Care Management: Focuses on care plans and assessments, not document automation or clinical approval processes.

Care Authorizations: Part of Utilization Management but not the capability for document ingestion and process automation.

### NEW QUESTION # 30

What are three requirements for implementing patients or members in Health Cloud?

Choose 3 answers

- A. Ensure the Person Account object Is used.
- B. Ensure the Parent Contact object is blank.
- C. Ensure the Account is the Parent to Household Accounts.
- D. Ensure the Parent Account field is blank.
- E. Ensure 1-to-1 Account to Contact relationship.

**Answer: A,C,E**

## NEW QUESTION # 31

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