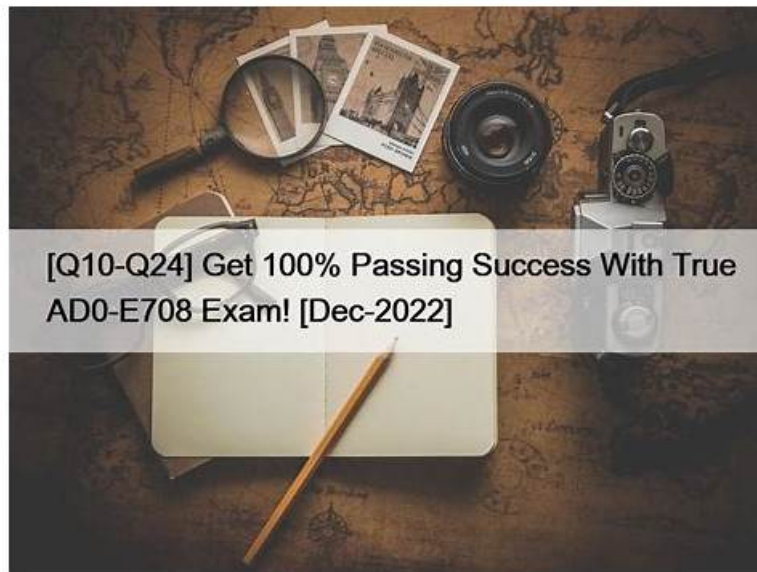


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Salesforce Health Cloud Accredited Professional Sample Questions (Q79-Q84):

NEW QUESTION # 79

A payer needs to work with plan members and medical providers to influence decisions through a case-by-case review of the appropriateness of care.

When gathering requirements for this use case, which two Utilization Management processes should a consultant discuss with the client?

Choose 2 answers

- **A. Considering the Request Review Types; Prior Authorization Review, Concurrent Review, and Retrospective Review**
- B. Designing Next Best Action and Recommendations for the care management team
- **C. Designing Care Requests to seek authorization from a health plan for drugs, services, and admissions**
- D. Considering the number of Intake agents who will be using Health Cloud

Answer: A,C

Explanation:

Utilization Management is a critical component in healthcare that focuses on ensuring the appropriateness, necessity, and efficiency of healthcare services. For payers working with plan members and medical providers, the case-by-case review of care appropriateness requires thorough processes to streamline authorization and review tasks.

Designing Care Requests to Seek Authorization (Answer B):

Purpose: The Care Request object in Health Cloud is essential for seeking authorizations from a health plan for specific healthcare services, drugs, or admissions. This object ensures that requests are appropriately documented and tracked.

Functionality:

It allows users to create and manage care requests linked to plan members.

Integrates with payer systems to capture critical details for authorization, such as service codes, plan information, and medical necessity documentation.

Supports automation through workflows and approvals, speeding up the decision-making process.

Relevance: By designing efficient Care Requests, the consultant ensures that all required details for preauthorizations or service reviews are captured seamlessly, meeting regulatory and operational needs.

Considering Request Review Types (Answer C):

Purpose: UM processes in Health Cloud must address the three primary types of reviews:

Prior Authorization Review: Conducted before the service is provided to determine medical necessity.

Concurrent Review: Evaluates the necessity of ongoing care during hospitalization or service delivery.

Retrospective Review: Analyzes the appropriateness of care after it has been delivered.

Implementation in Health Cloud:

The consultant must design workflows and data models to capture the details of these review types, including timestamps, reviewer notes, and outcomes.

Health Cloud supports tracking and documenting these reviews within the UM module, ensuring compliance with healthcare regulations.

Relevance: These review types allow the payer to influence decisions by ensuring appropriate care is provided while managing costs and maintaining high-quality outcomes.

Why the Other Options Are Less Relevant:

A . Designing Next Best Action and Recommendations for the Care Management Team: While recommendations and next-best-action features are beneficial for care management, they are not directly tied to the case-by-case review process of Utilization Management, which focuses more on care appropriateness and authorizations.

D . Considering the Number of Intake Agents Using Health Cloud: While operational considerations like staffing are important, this is not a Utilization Management process. It's a broader organizational concern unrelated to the core functionality of UM in Health Cloud.

Reference:

Utilization Management Overview: Salesforce documentation outlines how to handle prior authorizations, service approvals, and related processes within Health Cloud. (help.salesforce.com) Care Requests and Authorizations: Details on managing care requests and integrating with payer systems for streamlined authorization workflows. (developer.salesforce.com) UM Process Design in Health Cloud: Guidance on implementing request review types and managing data models to support UM. (architect.salesforce.com) By addressing Care Requests and Request Review Types, the consultant ensures a robust Utilization Management setup, enabling effective collaboration between payers, providers, and members while optimizing care delivery and compliance.

NEW QUESTION # 80

A developer needs to modify the out-of-the-box Advanced Patient Card to display the Category, SubjectID, and Date for active Clinical Alerts. Which three steps should the developer take to accomplish this?

Choose 3 answers

- **A. Clone the parent card.**
- B. Define session variables to control visibility of clinical data.
- **C. Create a DataRaptor to extract necessary data.**

- D. Change the child card state to show active.
- E. Create and activate a new child card.

Answer: A,C,D

Explanation:

To modify the out-of-the-box Advanced Patient Card in Salesforce Health Cloud to display the Category, SubjectID, and Date for active Clinical Alerts, a developer should follow these steps:

- * Clone the Parent Card (Option A):
- * Begin by cloning the existing parent FlexCard that represents the Advanced Patient Card. This allows you to create a customized version without altering the original component.
- * Cloning ensures that the new card retains the base functionality while providing the flexibility to add or modify features as required.
- * Create a DataRaptor to Extract Necessary Data (Option C):
- * Utilize OmniStudio's DataRaptor to define a data extraction process that retrieves the specific fields-Category, SubjectID, and Date-from the Clinical Alerts object.
- * Configure the DataRaptor to filter and return only active clinical alerts, ensuring that the card displays relevant information.
- * This step is crucial for sourcing the data that will be presented on the customized patient card.
- * Change the Child Card State to Show Active (Option E):
- * After cloning the parent card, modify the state of the child card to ensure it displays active clinical alerts.
- * This involves setting the appropriate conditions within the card's configuration to filter and present only active alerts, aligning with the requirement to display current clinical information.

By executing these steps, the developer customizes the Advanced Patient Card to effectively display the desired fields for active Clinical Alerts, enhancing the utility of the patient card for healthcare providers.

References:

Advanced Patient Card - Salesforce Help

OmniStudio for Health Cloud

NEW QUESTION # 81

Which Visual representation in Health Cloud would enable a care coordination to see all the relationships between a patient and the people and organizations participating in the patient's, including those across multiple care plans?

- A. Lightning Empower Components
- B. Patient Card
- C. Timeline view
- D. Care Team
- E. Householding Map

Answer: E

NEW QUESTION # 82

A UX designer wants to change the formatting of an OmniStudio FlexCard field element to have a font of Times New Roman with a red color.

What are two ways the designer should make the changes?

Choose 2 answers

- A. write custom CSS,
- B. Make edits to Field Properties.
- C. Make edits to Field Style.
- D. Made edits to Setup Panel.

Answer: B,D

NEW QUESTION # 83

Bloomington Caregivers is implementing Home Health scheduling with Health Cloud. It must ensure that those who need to schedule the visits have the right permission set license.

Which permission set license should a consultant assign in this scenario?

- A. Execute Health Scheduling
- B. Healthcare visit Manager
- **C. Field Dispatch Scheduler**
- D. Manage Home Health

Answer: C

Explanation:

Implementing Home Health scheduling in Salesforce Health Cloud requires assigning appropriate permission set licenses to users responsible for scheduling patient visits.

Field Dispatch Scheduler Permission Set License:

The Field Dispatch Scheduler permission set license is designed for users who manage and schedule field service operations, including home health visits. Assigning this license grants schedulers access to functionalities necessary for coordinating and dispatching healthcare providers to patient locations. This includes capabilities such as:

* **Scheduling Visits:** Schedulers can create and manage appointments for initial assessments and recurring visits, ensuring that patients receive timely care.

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* **Resource Management:** Effectively allocate healthcare providers based on availability, location, and required skills to meet patient needs.

* **Access to Field Service Tools:** Utilize tools within Salesforce to optimize routing, manage workloads, and monitor service delivery. By assigning the Field Dispatch Scheduler permission set license, Bloomington Caregivers ensures that their scheduling personnel have the necessary access to efficiently coordinate home health services, thereby enhancing operational efficiency and patient satisfaction.

References:

Schedule Visits with Home Health

Home Health

NEW QUESTION # 84

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