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NEW QUESTION 27
Which Data Model Leverages external objects to support the use Case?

- A. Clinical Service Requests
- B. Member Plan
- C. Care Observations
- D. **Claims**

Answer: D

NEW QUESTION 28
An insurance organization wants to be able to track specialties and sub-specialties related to practitioner to use in provider search. Which would they store these relationships? (Choose three)

- A. Care Taxonomy
- B. **Care specialty**
- C. **Healthcare provider specialty**

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Salesforce Health Cloud is a healthcare management platform developed by Salesforce. It is designed for healthcare providers, payers, and life sciences organizations to manage patient data, improve care coordination, and streamline workflows. The Salesforce Health Cloud Accredited Professional certification is an industry-recognized certification that verifies a professional's expertise in using the Health Cloud platform

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Our web-based practice exam software is an online version of the Salesforce Health-Cloud-Accredited-Professional practice test. It is also quite useful for instances when you have internet access and spare time for study. To study and pass the Salesforce Health-Cloud-Accredited-Professional Certification Exam on the first attempt, our Salesforce Health-Cloud-Accredited-Professional practice test software is your best option.

The Salesforce Health-Cloud-Accredited-Professional Exam covers a wide range of topics, including the implementation and configuration of Health Cloud, as well as the use of Health Cloud features to manage patient data and improve patient care. It also covers best practices for data security and privacy, ensuring that certified professionals have a comprehensive understanding of the ethical considerations involved in healthcare technology.

Salesforce Health Cloud Accredited Professional Sample Questions (Q20-Q25):

NEW QUESTION # 20

An admin wants to enable their users to leverage Provider Search, which denormalized object holds data to support this feature

- A. HealthCare Provider
- **B. Care Provider Searchable field**
- C. Provider Search Sync Logs
- D. HealthCare Provider Facility

Answer: B

Explanation:

Care Provider Searchable Field is the denormalized object that holds data to support the Provider Search feature in Health Cloud. Care Provider Searchable Field is a custom object that stores searchable fields from the Healthcare Provider and Healthcare Provider Facility objects. It allows users to search for providers based on various criteria such as name, location, specialty, and availability. Healthcare Provider Facility, Provider Search Sync Logs, and Healthcare Provider are not denormalized objects in Health Cloud.

NEW QUESTION # 21

A provider wants to get a comprehensive view of a patient's prescriptions, including history, to improve health outcomes. Which Health Cloud capability should a consultant leverage to assist the provider?

- A. Intelligent Appointment Management
- B. Virtual Care
- **C. Medication Management**
- D. Integrated Care Management

Answer: C

Explanation:

* Medication Management in Health Cloud enables providers to view all of a patient's prescription history in one place, supporting medication reconciliation and review for better health outcomes.

Extract:

"Use Medication Management to track and review patient prescriptions, past and present, ensuring a comprehensive view of medication history and supporting care team collaboration." (Source: Administer Health Cloud - Medication Management)

* Other options (Intelligent Appointment Management, Virtual Care, Integrated Care Management) do not provide comprehensive medication tracking.

NEW QUESTION # 22

A Health Cloud administrator is working on a call center implementation and has to ensure that the phone numbers passing through the CTI settings display the matching contact record via Screen Pop. Which custom metadata type within Health Cloud should the administrator update to achieve this requirement?

- A. Health Cloud Setting -> HcFeatureDriver
- B. Flow Session Setting -> CallCenterFlow
- C. Job Flow Setting -> ConsoleDisplayValue
- D. Feature Flag Setting -> CTIDriverSetting

Answer: D

Explanation:

According to the Salesforce documentation¹, the Feature Flag Setting custom metadata type within Health Cloud allows you to enable or disable certain features of Health Cloud. One of the features that can be enabled or disabled is the CTIDriverSetting, which controls whether the CTI adapter is used to display phone numbers in the patient console. To ensure that the phone numbers passing through the CTI settings display the matching contact record via screen pop, the administrator should update the Feature Flag Setting -> CTIDriverSetting custom metadata type and set the value to true¹.

NEW QUESTION # 23

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 number of Intake agents who will be using Health Cloud
- 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 Request Review Types; Prior Authorization Review, Concurrent Review, and Retrospective Review

Answer: C,D

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 # 24

Which Salesforce Product allows encryption of Protected Health Information (PHI) data at rest to enhance Health Cloud?

- A. Health Cloud
- B. Tableau CRM
- C. Shield
- D. Service Cloud

Answer: C

Explanation:

Shield is a Salesforce product that allows encryption of protected health information (PHI) data at rest to enhance Health Cloud². Shield Platform Encryption encrypts sensitive data at rest without compromising critical platform functionality. It helps you address privacy policies, regulatory requirements, and contractual obligations for data protection².

NEW QUESTION # 25

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