

## Salesforce.Health-Cloud-Accredited-Professional.v2023-03-02.q70

<b>Exam Code:</b>	Health-Cloud-Accredited-Professional
<b>Exam Name:</b>	Salesforce Health Cloud Accredited Professional
<b>Certification Provider:</b>	Salesforce
<b>Free Question Number:</b>	70
<b>Version:</b>	v2023-03-02
<b># of views:</b>	2061
<b># of Questions views:</b>	700
<a href="https://www.freeqas.com/qa/Salesforce/Health-Cloud-Accredited-Professional/Salesforce.Health-Cloud-Accredited-Professional.v2023-03-02.q70.html">https://www.freeqas.com/qa/Salesforce/Health-Cloud-Accredited-Professional/Salesforce.Health-Cloud-Accredited-Professional.v2023-03-02.q70.html</a>	

### NEW QUESTION: 1

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 provider facility specialty
- B. Healthcare provider specialty
- C. Care Taxonomy
- D. Healthcare provider Taxonomy
- E. Care specialty

**Answer: (SHOW ANSWER)**

Reference and details below.

Field in Care Provider Searchable Field	Corresponding Field in Source Object
FacilityName	Account.Name
ProviderName	Contact.Name
Specialty	CareSpecialty.SpecialtyType
SubSpecialty	CareTaxonomy.TaxonomyType
PlanType	HealthcarePayerNetwork.NetworkType
IsAcceptingNewPatients	HealthcareFacilityNetwork.PanelStatus
ProviderType	HealthcareProvider.ProviderType
GenderRestriction	HealthcareFacilityNetwork.GenderRestriction
NationalProviderIdentifier	HealthcareProviderNpi.Npi

### NEW QUESTION: 2

The Salesforce administrator for ABC Policies Inc, a Health Care Payer Organization, would like to enable the members to enroll in and out of Care Program multiple times. Where, within Health Cloud Settings, should a Health Cloud administrator make changes to accomplish this requirement?

- A. Program Enrollee Settings
- B. Care Program Settings
- C. Health Cloud Settings
- D. Care Request Settings

**Answer: A (LEAVE A REPLY)**

Reference and details below.



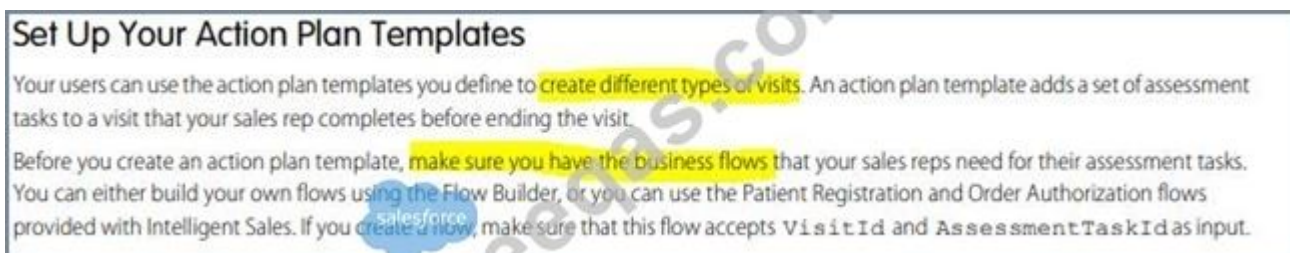
### NEW QUESTION: 3

Dr. Jill Mikel at Tahoe Hospital would like to improve the management of patient visits. Which steps should the salesforce Administrator complete to setup a patient visit Process? (Choose two)

- A. Create a Task and add task to an action plan template.
- B. Create flow for the business process.
- C. Create a task and add the task to visit creation.
- D. Create an action plan template add flow and published the template.

**Answer: B,D (LEAVE A REPLY)**

Reference and details below.



#### 2. Add task flows in an action plan template and publish it.

- a. In the Items tab of your action plan template, click **Add Flow**.

**Warning:** Only add task flows to your template. Intelligent Sales doesn't support assessment task definitions.

Consent can take place with the participant providing consent in person, using a tablet or mobile device. Patients and members who aren't physically present can log into their Experience Cloud site, then view and provide consent for documents related to the program.

### NEW QUESTION: 4

Which three activities does "The Social Determinants" feature in Health cloud help providers perform? (choose three.

- A. Track determinants and barriers to care across their patient populations
- B. Track the influence of the social network of the patient on the patients' health outcomes
- C. Integrate service such as transportation and meal delivery into their patient care plans and programs.
- D. Automatically import credit scores and income information into the patient record in Health cloud
- E. Plan interventions to help address the barriers to care within their patient populations

**Answer: A,B,E ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 5**

An Health Cloud administrator has a requirement to display a custom field from the HealthCondition object that categorizes High Risk Conditions on the Patient Card. Which two are steps required to achieve this?

(Choose two.)

- A. Create a custom formula the Account object.
- B. Create a custom formula field on the Custom HealthCondition object.
- C. Add the newly created custom formula field on the Patient Card referencing the HealthCondition object.
- D. Create an APEX Trigger to categorize the High Risk Conditions.

**Answer: B,C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 6**

When setting up Intelligent Sales, which three types of records should an administrator create for a Field Sales Agent before Visit records can be created? (Choose three.)

- A. Contacts
- B. Locations
- C. Assets
- D. Accounts
- E. Opportunities

**Answer: A,B,D ([LEAVE A REPLY](#))**


#### **NEW QUESTION: 7**

Which of the following Salesforce and Health Cloud objects can be used to represent Provider and their relationship in a Provider Management data model? (Choose Three.)

- A. Contact
- B. Healthcare Practitioner Facility
- C. Lead
- D. Case
- E. Healthcare Provider

**Answer: A,B,E (LEAVE A REPLY)**

Reference and details below.



The data that helps users identify practitioners is stored in the provider objects. You can use Composite API requests to do populate these objects with provider and practitioner data.

You can create objects individually by using the Lightning Platform SOAP API or REST API. Or you can use the Composite resource in the REST API to create and link multiple records with a single API call. This lets you create 200 records per call.

Let's say we want to add healthcare provider Dr. Scott Kaplan to your records. This example shows how to use a single API call to create Account, Contact, HealthcareProvider, PersonEducation, HealthcareProviderNpi, HealthcarePractitionerFacility, HealthcareProviderSpeciality, HealthcareFacilityNetwork, and HealthcareProviderTaxonomy records with Dr. Scott Kaplan's data. It also shows how to use a composite request to link records using Dr. Kaplan's contactId as the practitionerId.

Execute this example using a composite request:

**NEW QUESTION: 8**

Which of the following capabilities of provide search would a customer service agent use to help prospective and returning patients for the right provider? (Choose three)

- A. Use provider search in an authenticated community page
- B. Use custom fields defined in health care provider and health care practitioner facility entities as part of search experience.
- C. Use provider search in an unauthenticated community page.
- D. Connect the list of fields displayed in the search panel and search results.
- E. Use custom fields defined in any entity within the provider data model in health cloud as part of search experience.

**Answer: A,B,D (LEAVE A REPLY)**

**NEW QUESTION: 9**

Which two fields are optional when creating a new Care plan task? (Choose Two)

- A. Goal
- B. Task Owner
- C. Problem
- D. Due Date
- E. Status

**Answer: A,D (LEAVE A REPLY)**

**NEW QUESTION: 10**

Clinicians want to see an overview of the patient's life, like Starting a New Job, Birth of a Baby, Divorce, etC. to understand the patient better and help them with a personalized care plan. What should the administrator configure in the Health Cloud so the clinicians can access this information in one place?

- A. Life Events
- B. Milestones
- C. Life Map
- D. Life Goals

E. Household Map

**Answer: A (LEAVE A REPLY)**

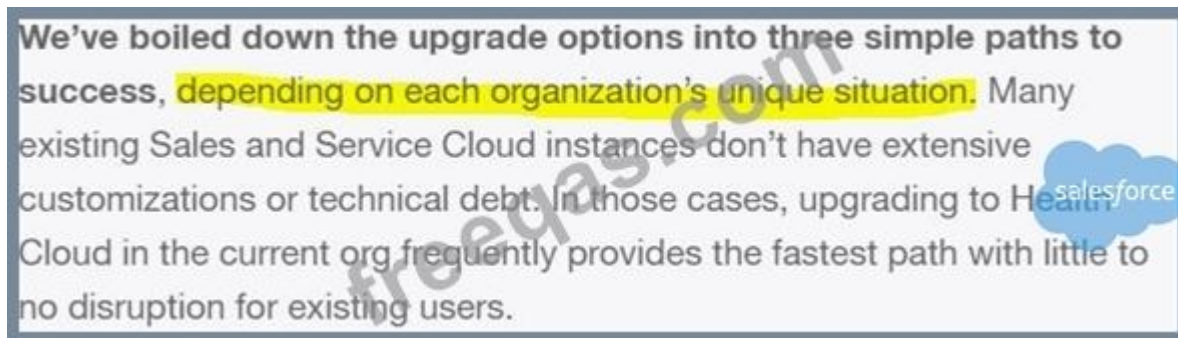
**NEW QUESTION: 11**

What is the best practice when transitioning an org from Service Cloud to HC?

- A. Approach depends on how each customer uses their org. Any other options may be used.
- B. Put HC use cases in a new org, leave only Service Cloud use cases in an existing org.
- C. Migrate the entire org in place.
- D. Build out HC capabilities in a new org, then migrate all users and data.

**Answer: (SHOW ANSWER)**

Reference and details below.



**NEW QUESTION: 12**

What is Health Cloud? (Choose two.)

- A. Core services exposed by permission license.
- B. Health Cloud is a new type of Electronic Health Record.
- C. An AppExchange core package and third party service.
- D. Health Cloud is part managed package and part core services.
- E. Health Cloud is an engagement layer.

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 13**

In which two ways can an administrator support the Health department so that the team can efficiently assess the individual, enroll them in a program, and monitor them during emergency? (Choose two)

- A. Create a healthcare provider enrollment flow
- B. Install emergency Response Management unmanaged package
- C. Leverage pre-configured flows provided with Health Cloud
- D. Create Patient Enrollment Console

**Answer: B,C (LEAVE A REPLY)**

Reference and details below.

Using the Emergency Response Management Console, create a consistent intake experience using guided workflows and pre-built assessments that can quickly adapt as protocols or guidelines change.

**NEW QUESTION: 14**

Which Permission Set Licenses are required to utilize and access Health Cloud feature and functionalities? (Choose two)

- A. Health Cloud for Community
- B. Health Cloud Permission Set License
- C. Health Cloud Standard
- D. Health Cloud
- E. Health Cloud Platform

**Answer: D,E (LEAVE A REPLY)**

**NEW QUESTION: 15**

Which two steps can an administrator take to configure the Care Program enrollment flow? (Choose two.)

- A. Use the patient approval flow
- B. Customize the out of the box enrollment flow template to match requirements.
- C. Customize the care coordinator flow for patient
- D. Use the provided enrollment flow out of the box.
- E. Customize the provider site flow.

**Answer: A,B (LEAVE A REPLY)**

**NEW QUESTION: 16**

Which three medication related FHIR resources are supported in the new data model of Health cloud (Choose Three)

- A. Dosage
- B. MedicalAdministration
- C. Medication Dispense
- D. Medical Request
- E. Medication

**Answer: A,D,E (LEAVE A REPLY)**

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**NEW QUESTION: 17**

A Salesforce administrator is migrating a Service Cloud org to Health Cloud and is considering using the Health Cloud Provider data model. Which approach should the administrator take if the Custom Provider Search Lightning component is to be used?

- A.** The current data model with the existing component can be used as well as the Provider data model with either custom search component or the Health Cloud Provider Search component.
- B.** If the Provider data model is used, the standard Health Cloud Provider Search component must be used or extended. Custom search components are not supported.
- C.** The Standard Health Cloud Provider Search component can be used to search either the Health Cloud Provider data model or a custom Provider data model.
- D.** The Provider data model is required for all Service Cloud to Health Cloud migrations, but either the standard or custom search components may be used.

**Answer: B** ([LEAVE A REPLY](#))

**NEW QUESTION: 18**

Which three type of basic Patient or Member information is displayed on the Patient info component? (Choose three.)

- A.** Gender
- B.** Thumbnail of Chatter Photo
- C.** Primary Care Coordinator
- D.** Date of Birth and Age
- E.** List of Patient/Member Conditions

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 19**

An administrator wants to add additional fields to their Provider Search capabilities. Which two objects can they map fields from? (Choose Two.)

- A.** Healthcare Practitioner Facility
- B.** Care Provider Searchable Field
- C.** Person Account
- D.** Account
- E.** Healthcare Provider

**Answer: A,E** ([LEAVE A REPLY](#))

Reference and details below.

## Use Custom Fields to Run Provider Searches

In addition to the many standard fields in the Provider data model, you can also run searches for providers using custom fields based on your business needs. To use your custom fields with Provider Search, you can map them to custom fields in the Care Provider Searchable Field object.

- The custom fields must be in either the `HealthcareProvider` or `HealthcarePractitionerFacility` objects.
  - The custom fields must be of the type text, single-select picklist, or multi-select picklist.
1. From Object Manager, use Quick Find to find **Care Provider Searchable Field**.
  2. Create a text field to map to the custom field that you want to use in your searches.  
Make a note of the API name you set for this new field.
  3. In Setup, use the Quick Find box to find **Care Provider Search Config**.
  4. Click **New Care Provider Search Config**.

### NEW QUESTION: 20

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

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

**Answer: D (LEAVE A REPLY)**

### NEW QUESTION: 21

In which two ways can an administrator support the Health department so that the team can efficiently assess the individual, enroll them in a program, and monitor them during emergency? (Choose two)

- A. Create a healthcare provider enrollment flow
- B. Install emergency Response Management unmanaged package
- C. Leverage pre-configured flows provided with Health Cloud
- D. Create Patient Enrollment Console

**Answer: B,C (LEAVE A REPLY)**

Reference and details below.

Using the **Emergency Response Management Console**, create a consistent intake experience using **guided workflows** and pre-built assessments that can quickly adapt as protocols or guidelines change.

### NEW QUESTION: 22

Which two health cloud specific setting must be configuration ..... Health cloud org has lightning experience enabled person account..... (Choose two)

- A. Under Custom Metadata Types, Update the Health cloud 'HCFeature'...
- B. Enable "Use Person Accounts" custom setting.
- C. Under Custom Metadata Types, enable the Health cloud Setting
- D. Disable "Use Individual Data Model" in custom setting

E. Under Custom Metadata Types, Create a mapping records for Person accounts.

**Answer: B,E ([LEAVE A REPLY](#))**

**NEW QUESTION: 23**

Which Feature would an administrator setup to help their sales team view all provider related to a specific facility?

- A. Provider Search
- B. Provider Cards
- C. Practitioner Relationship
- D. Provider Relationship

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 24**

A service cloud organization migrating to HC uses Contacts to represent patients, physicians and non-clinical staff. Which of these groups of contacts should be modeled as Person Accounts post-migration?

- A. Patients, physicians and non-clinical staff should be modeled as Person Accounts.
- B. Patients should be modeled as Person Accounts.Providers and non-clinical staff can be modeled as Person Accounts or Contacts
- C. None By using individual data model,the use of person account can be avoided
- D. Patients should be modeled as PersonAccounts.Providers and non-clinical staff should be modeled as Contacts

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 25**

Which two interoperability standards are support by salesforce to facilitate the exchange of health data? (Choose two)?

- A. FHIR V4( Fast Healthcare interoperability Resources)
- B. The Direct Standard
- C. HL7 V2- Simple Application3 - Apply to real word/Analyze / Evaluate(Health Level Seven)
- D. EDI ANSI X1- Recall Concept/Remainder 2
- E. DICOM (Digital Imaging and communications In Medicine)

**Answer: A,C ([LEAVE A REPLY](#))**

**NEW QUESTION: 26**

Which three statement are true about a Care Program? (Choose 3)

- A. More than 500 patients can be enrolled in a care program in a single request using the Care Program Enrollment.
- B. A Patient cannot be enrolled in the same care program more than once.
- C. A patient can be enrolled in the same care program more than once.
- D. CareProgramEnrollee represents the participant enrolled in a care program

E. A Patient can be enrolled in multiple care programs at the same time.

**Answer: C,D,E (LEAVE A REPLY)**

**NEW QUESTION: 27**

How should Members and Patients be represented during the basic set-up of Health Cloud console for Care Coordinators and Managers as per the Salesforce recommendation?

- A. Leveraging Person Accounts is the recommended approach to represent Members and Patients.
- B. Salesforce recommends using Member Accounts to represent Members and Patients.
- C. The Individual data model may be used to represent Members and Patients.
- D. Leveraging Candidate Accounts are the recommended approach to represent Members and Patients.

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 28**

A Health Cloud administrator has set up risk recalculation by setting the recalculate flag to TRUE but is not seeing the recalculation score for the patient. Which of the following is most likely the reason why recalculation score for the patient is not displaying?

- A. Use the CMS recalculation API
- B. Risk scores are only recalculated for patients who are affiliated with a care program.
- C. CMS scores cannot be recalculated in health cloud.
- D. Use a 3 - Apply to Real World / Analyze / Evaluated party API to recalculate CMS risk score.

**Answer: B (LEAVE A REPLY)**

Reference and details below.

Risk scores are recalculated for **patient records that are affiliated with a care program** and have the Recalculate flag set to true. The flag resets to true whenever a patient's information changes.

- **Recalculate Patient Risk Scores as Needed**  
Recalculate Medicare and Medicaid patient risk scores in Health Cloud as needed with a batch Apex job.
- **Recalculate Patient Risk Scores at a Scheduled Time**  
Recalculate Medicare and Medicaid patient risk scores in Health Cloud at a specific time with a batch Apex job.

**NEW QUESTION: 29**

Which three of the following features are included with a Health Cloud License?

- A. Intelligent Document Automation
- B. Surveys
- C. Care Cordination(Patient Services)
- D. EHR Mulesoft Templates
- E. Intelligent Form Reader with Amazon Textract

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 30**

Dr. Jill Mikel at Tahoe Hospital would like to improve the management of patient visits. Which steps should the salesforce Administrator complete to setup a patient visit Process? (Choose two)

- A. Create aTask and add task to an action plan template.
- B. Create flow for the business process.
- C. Create a task and add the task to visit creation.
- D. Create an action plan template add flow and published the template.

**Answer: B,D (LEAVE A REPLY)**

Explanation

Reference and details below.

## Set Up Your Action Plan Templates

Your users can use the action plan templates you define to create different types of visits. An action plan template adds a set of assessment tasks to a visit that your sales rep completes before ending the visit.

Before you create an action plan template, make sure you have the business flows that your sales reps need for their assessment tasks. You can either build your own flows using the Flow Builder, or you can use the Patient Registration and Order Authorization flows provided with Intelligent Sales. If you create a flow, make sure that this flow accepts `VisitId` and `AssessmentTaskId` as input.

### 2. Add task flows in an action plan template and publish it.

- a. In the Items tab of your action plan template, click **Add Flow**.



**Warning:** Only add task flows to your template. Intelligent Sales doesn't support assessment task definitions.

Consent can take place with the participant providing consent in person, using a tablet or mobile device. Patients and members who aren't physically present can log into their Experience Cloud site, then view and provide consent for documents related to the program.

## NEW QUESTION: 31

In which two ways can an administrator ensure that Patient Risk scores are recalculated periodically? (Choose Two.)

- A. Setup a scheduled Apex batch job.
- B. Use the CMS recalculation API
- C. Use a third party API to recalculate CMS risk score
- D. Setup a Apex batch job and run the job manually
- E. Create a Healthcare Provider enrollment flow.

**Answer: A,D (LEAVE A REPLY)**

Explanation


Reference and details below.

## Calculate Referral Scores

Calculate referral scores with a batch Apex job.

Referral scores are based on the Total Referrals and Converted Referrals fields on the referring practitioner's contact record. The calculated score appears in the Referrer Score field.

Use the scheduled job class name: `HcReferrerScoreScheduledJob`. To invoke Apex classes to run at specific times, first implement the `Schedulable` interface for the class. Then, schedule an instance of the class to run at a specific time using the `System.schedule` method.

 **Example:** To run the `HcCMSRiskScoringScheduledJob` class once, select **Debug | Open Execute Anonymous Window**. Enter the following text in the Enter Apex Code window in Developer Console.

```
// scheduled job sample
int batchSize = 200;
SchedulableContext sc = null;
HcReferrerScoreScheduledJob scheduledJob = new HcReferrerScoreScheduledJob(batchSize);
scheduledJob.execute(sc);
```

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### NEW QUESTION: 32

If a Health Cloud administrator wanted to consume the content of an HL7 v2 - Simple Application message, which step would they need to take?

- A. Write a custom apex class to consume parse and store a native HL7 message
- B. Do Nothing - Health Cloud works out of the box with native HL7 message
- C. Use an HL7 broker/engine to transform the text based HL7 message into JSON and pass it to the Health Cloud.
- D. Use salesforce Connect

**Answer: B (LEAVE A REPLY)**

### NEW QUESTION: 33

Service cloud organization is migrating to health cloud, and only certain teams of users have health cloud use cases .Which users are.....

- A. A, C, D
- B. Care request reviews

- C. Care request providers
  - D. Care request diagnosis
  - E. Care request drug
  - F. Care request facility
  - G. Users with health cloud use cases or users who need access to health cloud objects require health cloud permission set licences.
- What three types of ancillary information can be included in a single care request.

**Answer: A,G ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 34**

Which 3 of the components are customizable in HC?

- A. Life Events
- B. EHR Data
- C. Timeline
- D. Patient Card
- E. Custom Label

**Answer: C,D,E ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 35**

In which two ways can Makana health service administrator prevent unauthorized users accessing the data?(choose two)

- A. optimize data using mask
- B. create sharing sets
- C. use field level security setting, record access setting and object permission.
- D. Install shield and enable mask.
- E. Encrypt the data using shield

**Answer: D,E ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 36**

Which two actions should be completed by health cloud admin in order to leverage the health cloud utilization management capabilities?

- A. Install the health cloud unmanaged package extension
- B. Install the health cloud managed package
- C. Install the health cloud care request extensions managed package.
- D. Assign the health cloud social determinants permission set
- E. Assign the health cloud foundation permission set

**Answer: ([SHOW ANSWER](#))**

Reference and details below.

## Prepare to Set Up Utilization Management

Before you get started, install and configure Health Cloud.

- Install the Health Cloud Care Request Extensions unmanaged package.
- Assign the Health Cloud Permission Set license and the Health Cloud Platform permission set license to yourself and your users.

### NEW QUESTION: 37

A Health Cloud administrator has set up risk recalculation by setting the recalculate flag to TRUE but is not seeing the recalculation score for the patient. Which of the following is most likely the reason why recalculation score for the patient is not displaying?

- A. Use the CMS recalculation API
- B. Risk scores are only recalculated for patients who are affiliated with a care program.
- C. CMS scores cannot be recalculated in health cloud.
- D. Use a 3 - Apply to Real World / Analyze / Evaluated party API to recalculate CMS risk score.

**Answer: B (LEAVE A REPLY)**

Reference and details below.

Risk scores are recalculated for patient records that are affiliated with a care program and have the Recalculate flag set to true. The flag resets to true whenever a patient's information changes.

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- **Recalculate Patient Risk Scores at a Scheduled Time**  
Recalculate Medicare and Medicaid patient risk scores in Health Cloud at a specific time with a batch Apex job.

### NEW QUESTION: 38

How can Code Sets be managed in Health Cloud?

- A. Health Cloud provides a Code Sets data model that is pre-populated with industry standard procedures and diagnostic code sets.
- B. Health Cloud does not provide a Code Sets data model
- C. Health Cloud provides a Code Sets data model that must be populated from an external source.
- D. Health Cloud provides a Code Sets data model that is pre-integrated to authoritative sources to ensure the latest code sets are always available.

**Answer: C (LEAVE A REPLY)**

Explanation

Reference and details below.

As an admin, it's up to you to populate these objects with the codes your organization needs. As the volume of required codes can be immense, we recommend that you use the Salesforce Data Loader to import code data into your orgs.

### NEW QUESTION: 39

Which of the following is a valid Life Science Program Management data object ? (Choose three)

- A. Care Program Problem
- B. Care Program Team Member

- C. Care Program Provider
- D. Care Program Enrollee Product
- E. Care Program Enrollee Campaign

**Answer: B,C,D (LEAVE A REPLY)**

Explanation

Reference and details below.



Graphical user interface, text, application Description automatically generated

**NEW QUESTION: 40**

A company recently migrated from Service Cloud to Health Cloud and is working on strengthening their relationships within their provider network. Which object within the Provider Relationship Management data model can be used to track each of the different locations where a provider practiced?

- A. BusinessLicense
- B. HealthcareProvider
- C. HealthcareProviderSpeciality
- D. HealthcareFacilityNetwork
- E. HealthcarePractitionerFacility

**Answer: E (LEAVE A REPLY)**

**NEW QUESTION: 41**

How does an administrator display device information on a patient card?

- A. Create a custom field on the FilterCondition\_c with a formula that returns the information to display on patient card
- B. Create a custom field on the EHR\_DeviceRequest with a formula that returns the information to display on patient card
- C. Create a custom field on the EHR\_MedicalDevices with a formula that returns the information to display on patient card

**D.** Create an Asset record and create a Care Registered Device record that looks up to the Asset record and then looks up to the Account record for the Patient

**E.** Create a custom field on the EHR\_Patient object with a formula that returns the information to display on patient card

**Answer: D** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 42**

Healthcare companies face challenges from a variety of sources. What are three common challenges they could encounter that HC solves for? (Choose 3)

**A.** Growing customer expectations for delivery of care everywhere.

**B.** The need to drive sales while reducing cost.

**C.** Growing demand for a more personalized care experience.

**D.** There are not enough Providers for the amount of the Care Requests.

**E.** Insufficient funds allocated to Research and Development.

**Answer: A,B,C** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 43**

A Salesforce Admin wants to create tasks within a Care Plan that is related to a specific problem or goal.

Which three different locations in the Health Cloud console can be used to create tasks related to a specific problem or goal within a Care Plan? (Choose three.)

**A.** Household Tab

**B.** Patient List

**C.** Care Plan page

**D.** Timeline Tab

**E.** Care Team

**Answer: B,C,E** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 44**

Which two steps can an administrator take to configure the care program enrollment flow? (choose two)

**A.** Customize the provider site flow.

**B.** Customize the out of box enrollment flow to match requirements

**C.** Customize the care coordinator flow for patient.

**D.** Identify the patient as approved candidate in the flow.

**E.** Use the provider enrollment flow out of box.

**Answer: B,D** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 45**

Which three standard objects are used in the workflow to manage utilization data? (Choose 3)

**A.** Care Request

- B. Care Request Drug
- C. Care Authorization
- D. Care Request Plan
- E. Care Diagnosis

**Answer: A,B,E (LEAVE A REPLY)**

**NEW QUESTION: 46**

In which three ways can users access Provider Management standard objects? (Choose three)

- A. By using Service Cloud
- B. By assigning Health Cloud Platform Permission set licenses.
- C. By assigning Health Cloud Foundation Permission set.
- D. By assigning the Provider Permission set.
- E. By using Health Cloud.

**Answer: B,C (LEAVE A REPLY)**

Health Cloud Foundation

Assigns read access to additional Health Cloud platform capabilities, including the Provider Management data model.

The Health Cloud Provider NetworkManagement permission set grants access to provider management objects so users can manage credentialing and recruiting.

To use the Provider Network Management features of Health Cloud, assign both the Provider Network Management permission set and the Health Cloud permission set to your users

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**NEW QUESTION: 47**

While not every component or attribute within Health Cloud is customizable, which three of the following components are customizable within Health Cloud? (Choose three.)

- A. Timeline
- B. Life Events
- C. HER data
- D. Custom label
- E. Patient Card

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 48**

Which Intelligent Appointment Management, What products or feature can be leveraged to supplement? (Choose two)

- A. External Scheduling Systems
- B. Tableau CRM
- C. Salesforce Scheduler
- D. Salesforce Field Service

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 49**

Care Requests seek authorization from a health plan for drugs, services, and admissions. They can also contain request for review, appeals, complaints and grievances. Which Care Request review ensure that a member is getting the right care in timely and cost-effective way?

- A. Preauthorization Review
- B. Concurrent Review
- C. Care Review
- D. Retrospective Review
- E. Disposition Review

**Answer:** B ([LEAVE A REPLY](#))

**NEW QUESTION: 50**

A Health Cloud administrator is working to create an external facing site to allow patients to find providers within their network. The site is being built by Experience Cloud. The administrator needs to determine what access external users must be granted to allow patients to search and find Providers that fit selected criteria.

Which object do the external user need read access to?

- A. CareProviderSearchConfig
- B. HealthcarePractitionerFacility
- C. CareProviderSearchableField
- D. CareProviderFacilitySpeciality

**Answer:** C ([LEAVE A REPLY](#))

**NEW QUESTION: 51**

A Health Cloud administrator working on a Care Coordination project needs to change the role name 'Care Coordinator' to 'Care Consultant' to match the organizations nomenclature. Which three steps should the administrator take to ensure all Tasks identify the role 'Care Consultant'? (Choose three.)

- A. Update the corresponding roles in the Assigned To picklist for the Care Plan Template Task object.

- B.** Create an ETL script to update the previously assigned To picklist values of Tasks created in the past.
- C.** Update/Add the organization roles in the CarePlan\_Role\_Patient key:value pair in Health Cloud Setting.
- D.** Update the Care Plan Record Type custom metadata type to reflect the care coordination processes specific to the Care Coordinators.
- E.** Update the organization roles in the CarePlan\_Role\_Care\_Coordinator key:value pair in Health Cloud Setting.

**Answer: A,C,E ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 52**

In which two ways can Life Science organizations capture consent from enrollees of Care Program? (2 - Simple Application correct options) Options not visible

- A.** By talking to an agent via phone who then enrolls the patient
- B.** By using a Self-Service portal via a Community.
- C.** By sending an email that then create a case using email-to-case.
- D.** By engaging in a web chat with an agent who presents consent forms in chat window.
- E.** By submitting consent Via SMS using Einstein Chat bot.

**Answer: A,B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 53**

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 provider facility specialty
- B.** Healthcare provider specialty
- C.** Care Taxonomy
- D.** Healthcare provider Taxonomy
- E.** Care specialty

**Answer: ([SHOW ANSWER](#))**

Reference and details below.

Field in Care Provider Searchable Field	Corresponding Field in Source Object
FacilityName	Account.Name
ProviderName	Contact.Name
Specialty	CareSpecialty.SpecialtyType
SubSpecialty	CareTaxonomy.TaxonomyType
PlanType	HealthcarePayerNetwork.NetworkType
IsAcceptingNewPatients	HealthcareFacilityNetwork.PanelStatus
ProviderType	HealthcareProvider.ProviderType
GenderRestriction	HealthcareFacilityNetwork.GenderRestriction
NationalProviderIdentifier	HealthcareProviderNpi.Npi

### NEW QUESTION: 54

Which three terms can a Life Sciences company track about a Care Program using Program Management in Health Cloud? (Choose three)

- A. The clinical indicators that need to be monitored in the Care Program.
- B. The products that are associated with a given Care Program.
- C. The budget & expense of the company's associated Care Program.
- D. The Plans that enrollees have been engaged in as part of the Care Program.
- E. The multiple marketing campaigns that enrollees are subjected to as part of the Care Program.

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 55

The Salesforce administrator for ABC Policies Inc, a Health Care Payer Organization, would like to enable the members to enroll in and out of Care Program multiple times. Where, within Health Cloud Settings, should a Health Cloud administrator make changes to accomplish this requirement?

- A. Program Enrollee Settings
- B. Care Program Settings
- C. Health Cloud Settings
- D. Care Request Settings

**Answer:** A ([LEAVE A REPLY](#))

Reference and details below.



### NEW QUESTION: 56

Which three types of Electronic Health Record data transmitted via HL7 can be stored in Salesforce objects? (Choose Three.)

- A. Admission, Discharge, Transfer Data (ADT)
- B. Clinical Document Architecture (CDA)
- C. Continuation of Care document (CCD)
- D. Observation Results (ORU)
- E. Personal Health Record (PHR)

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 57

Which add-on license enhances Health Cloud to allow you to highlight times when a patient is most likely to attend an appointment ?

- A. Einstein Activity Capture
- B. Einstein Vision
- C. Einstein Analytics Predictions
- D. Einstein Bots

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 58

An administrator wants to add additional fields to their Provider Search capabilities. Which two objects can they map fields from? (Choose Two.)

- A. Healthcare Practitioner Facility
- B. Care Provider Searchable Field
- C. Person Account
- D. Account
- E. Healthcare Provider

Answer: A,E ([LEAVE A REPLY](#))

Reference and details below.

## Use Custom Fields to Run Provider Searches

In addition to the many standard fields in the Provider data model, you can also run searches for providers using custom fields based on your business needs. To use your custom fields with Provider Search, you can map them to custom fields in the Care Provider Searchable Field object.

- The custom fields must be in either the `HealthcareProvider` or `HealthcarePractitionerFacility` objects.
- The custom fields must be of the type text, single-select picklist, or multi-select picklist.

1. From Object Manager, use Quick Find to find **Care Provider Searchable Field**.
2. Create a text field to map to the custom field that you want to use in your searches.  
Make a note of the API name you set for this new field.
3. In Setup, use the Quick Find box to find **Care Provider Search Config**.
4. Click **New Care Provider Search Config**.

### NEW QUESTION: 59

Where can a Salesforce administrator configuring different levels of access to patients' care plans, configure team members different levels of access to cases to ensure sensitive data is not shared with the wrong groups?

- A. Permission Set Groups
- B. Profiles
- C. Contact Roles on case
- D. Permission Sets
- E. Case Team Roles

**Answer:** ([SHOW ANSWER](#))

Reference and details below.

#### Case Team Role

The Case Team Role object represents a role for a member of the patient care team, such as Caregiver or Physiotherapist. Care coordinators assign roles when they add a member to the private patient site. The case team role also controls access to the case and the care plan, and controls visibility of the user in the site.

### NEW QUESTION: 60

An Health Cloud administrator has a requirement to display a custom field from the HealthCondition object that categorizes High Risk Conditions on the Patient Card. Which two are steps required to achieve this? (Choose two.)

- A. Create a custom formula the Account object.
- B. Create a custom formula field on the Custom HealthCondition object.
- C. Create an APEX Trigger to categorize the High Risk Conditions.
- D. Add the newly created custom formula field on the Patient Card referencing the HealthCondition object.

**Answer:** B,D ([LEAVE A REPLY](#))

### NEW QUESTION: 61

Service cloud organization is migrating to health cloud, and only certain teams of users have health cloud use cases .Which users are.....

health cloud permission set licences.

What three types of ancillary information can be included in a single care request.

- A. Care request drug
- B. Care request providers
- C. Care request reviews
- D. Care request diagnosis
- E. Care request facility

**Answer:** A,B,D ([LEAVE A REPLY](#))

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**NEW QUESTION: 62**

Which three steps should be followed when setting up Intelligent Sales in Health Cloud? (Choose three.)

- A. Set Visit Inventory Management to enabled
- B. Customize the vendor product fulfillment flow
- C. Customize Visit Execution event object
- D. Enable Intelligent Sales
- E. Set up permission set for Intelligent Sales

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 63**

Three steps required to configure HC?

- A. Configure the console view
- B. Verify that chatter is enabled
- C. Install HC managed package
- D. Enable the options for contact to related with multiple accounts
- E. Install HC unmanaged Package

**Answer:** B,C,D ([LEAVE A REPLY](#))

**NEW QUESTION: 64**

An Health Cloud administrator has setup risk recalculation by setting the recalculate flag to true, but is not seeing the recalculation score for the patient. Which of the following is mostly likely the reason why the recalculation score for the patient is not displaying?

- A. Risk scores can only be calculated using the CMS recalculation API.
- B. Risk scores are recalculated only for patients that are affiliated with a Care Program.
- C. CMS risk scores cannot be recalculated in Health Cloud.
- D. CMS risk scores should be recalculated using only third party APIs.

**Answer:** B ([LEAVE A REPLY](#))

**NEW QUESTION: 65**

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

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

**Answer: C,D,E (LEAVE A REPLY)**

Reference and details below.

The slide is titled "Support and Manage Care Requests". It contains the following text: "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:" followed by a bulleted list: "Prescription drug preauthorization requests", "Service preauthorization requests", "Admissions", "Concurrent (continued stay) reviews", "Appeals", and "Complaints and grievances". A blue cloud logo with the word "salesforce" is visible in the bottom right corner of the slide.

**NEW QUESTION: 66**

Which three steps are needed to setup Care Requests? (Choose three).

- A. Choose case Care Request record type for each Care Request configuration.
- B. Choose any existing case record type for each CareRequest type.
- C. All Care requests are pre-setup on all Health Cloud orgs by default.
- D. Install UM unmanaged package for Health Cloud. Then assign Health cloud Utilization management permission set to users along with Health cloud permission set licenses.
- E. Create a new case record type for each Care Request type

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 67**

A Health Cloud administrator has set up risk recalculation by setting the recalculate flag to TRUE but is not seeing the recalculation score for the patient. Which of the following is most likely the reason why recalculation score for the patient is not displaying?

- A. Use the CMS recalculation API
- B. Risk scores are only recalculated for patients who are affiliated with a care program.
- C. CMS scores cannot be recalculated in health cloud.
- D. Use a 3 - Apply to Real World / Analyze / Evaluated party API to recalculate CMS risk score.

**Answer: B (LEAVE A REPLY)**

Explanation

Reference and details below.

Risk scores are recalculated for **patient records that are affiliated with a care program** and have the Recalculate flag set to **true**. The flag resets to **true** whenever a patient's information changes.

- **Recalculate Patient Risk Scores as Needed**  
Recalculate Medicare and Medicaid patient risk scores in Health Cloud as needed with a batch Apex job.
- **Recalculate Patient Risk Scores at a Scheduled Time**  
Recalculate Medicare and Medicaid patient risk scores in Health Cloud at a **specific time** with a batch Apex job.

### NEW QUESTION: 68

Dr. Jill Mikel at Tahoe Hospital would like to improve the management of patient visits. Which steps should the salesforce Administrator complete to setup a patient visit Process? (Choose two)

- A. Create a Task and add task to an action plan template.
- B. Create flow for the business process.
- C. Create a task and add the task to visit creation.
- D. Create an action plan template add flow and published the template.

**Answer: (SHOW ANSWER)**

Reference and details below.



#### 2. Add task flows in an action plan template and publish it.

- a. In the Items tab of your action plan template, click **Add Flow**.

 **Warning:** Only add task flows to your template. Intelligent Sales doesn't support assessment task definitions.

Consent can take place with the participant providing **consent in person, using a tablet or mobile device**. Patients and members who aren't physically present can **log into their Experience Cloud site**, then view and provide consent for documents related to the program.

### NEW QUESTION: 69

Makana Pharmaceutical is planning to run a Patient support program on Health Cloud. A System Administrator has been tasked to ensure the platform encryption has been configured. The patient's name is stored on firstname and lastname fields on the person account record.

Firstname and Lastname field have been identified as holding PHI(Personal Health Information) data. They are also important search criteria commonly used by Users to find a patient record.

The Compliance team has indicated that all PHI Data must be encrypted at rest.

What is the best practice for platform encryption configuration for this solution?

- A. Encrypt all data
- B. Use Class Encryption to encrypt field identified as PHI
- C. Encrypt all PHI/PII data
- D. Use a Deterministic Encryption Policy on Account FirstName & LastName fields.
- E. Use a Probabilistic Encryption Policy on Account FirstName & LastName fields.

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 70**

Which entity in the new data model of Health Cloud can be used to store mappings between different coding systems such ICD and HCC codes?

- A. Codesets
- B. Identifier
- C. ContactPoint
- D. Codeset Bundle

**Answer: A ([LEAVE A REPLY](#))**

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