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Question 1

Question Type: MultipleChoice

Bloomington Caregivers wants to ensure it maintains the privacy of its users' data by enabling data protection details for leads, contacts, and person accounts during the initial Health Cloud install and configuration.

Which entity should the administrator enable within Data Protection and Privacy for Health Cloud to work in this scenario?

Options:

- A- Objects
- B- Tasks
- C- Records
- D- Fields

Answer:

C

Question 2

Question Type: MultipleChoice

A pharma company is implementing Health Cloud and trying to track insurance details related to its patients. The company wants to track:

A list of all payer organizations

The plans offered by a given payer

The standard benefits available under a plan

Which plan a given patient is enrolled in and their specific insurance details

Which set of objects should a consultant implement to meet these requirements?

Options:

- A- Purchaser, Insurance Plan, Insurance Benefit, Plan Detail
- B- Payer, Plan Offering, Coverage Benefit, Member Plan

- C- Account, Purchaser Plan, Plan Benefit, Member Plan
- D- Account, Purchaser Plan, Member Benefit, Insurance Plan

Answer:

C

Question 3

Question Type: MultipleChoice

An external provider wants to get a patient's allergy information from Bloomington Caregivers' Health Cloud system.

Which Health Cloud API should a consultant recommend?

Options:

- A- Clinical Summary Healthcare API
- B- Q Interoperability API
- C- AllergyMedication API
- D- Patient Healthcare API

Answer:

B

Explanation:

Step-by-Step Explanation:

Requirement:

External provider needs access to patient allergy information.

Interoperability API:

Salesforce Health Cloud provides FHIR-based Interoperability APIs that expose clinical data, including AllergyIntolerance resources.

"Use the Health Cloud Interoperability API (FHIR R4) to retrieve AllergyIntolerance resources and other clinical data for a patient."

--- Health Cloud Interoperability API Guide

Other Options:

Clinical Summary Healthcare API: Provides a summary but not structured, granular allergy data.

AllergyMedication API: Not a standard Salesforce API.

Patient Healthcare API: Broader resource, but allergies specifically are available through the Interoperability API.

Health Cloud Interoperability API Guide

Question 4

Question Type: MultipleChoice

A customer wants to view and navigate to critical insurance, clinical, and primary care physician information on a patient's profile.

Which Health Cloud capability should a consultant implement?

Options:

- A- Enhanced Highlights Panel
- B- Enhanced Timeline
- C- Advanced Patient Card
- D- Patient Path

Answer:

C

Explanation:

In Salesforce Health Cloud, when a customer wants to view and navigate to critical patient information such as insurance, clinical, and primary care physician details, the right feature to implement is the Advanced Patient Card.

The Advanced Patient Card provides a configurable panel that displays key patient information at a glance directly on the patient's profile.

It allows quick navigation to related records (insurance coverage, care team/PCP, clinical info, etc.) without switching pages.

It's specifically designed to give providers and service representatives a 360-degree view of the patient's most important details.

Why not the others?

A . Enhanced Highlights Panel -- This is a general Salesforce feature to show record highlights, but it's not tailored to healthcare-specific patient insights.

B . Enhanced Timeline -- Useful for viewing chronological events (interactions, activities, encounters), but not for quick access to insurance/PCP details.

D . Patient Path -- This is a visual guide for patient journeys or care programs, not for surfacing key profile details.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Implementation Guide -- Advanced Patient Card:

"Use the Advanced Patient Card to display a patient's most critical information---such as coverage, conditions, medications, and care team members---directly on the patient profile for easy reference and navigation."

Salesforce Help: Advanced Patient Card

Question 5

Question Type: MultipleChoice

Administrators at Bloomington Caregivers track patients' doctor visits in Health Cloud. The administrators need to send all of their patients' visit information to their Enterprise Resource Planning (ERP) system for a weekly billing cycle.

Which integration pattern should a consultant recommend for this?

Options:

- A- Fire and Forget with an Enterprise Service Bus (ESB) tool
- B- Nightly batch extract using an Extract, Transform, and Load (ETL) tool
- C- ERP system to call the FHIR Billing API in Health Cloud
- D- Request and Reply with an Enterprise Service Bus (ESB) tool

Answer:

B

Explanation:

The scenario is about sending patients' visit information from Health Cloud to an ERP system on a weekly billing cycle.

This is a scheduled, bulk-data transfer requirement (not real-time, not request/response).

The correct integration pattern here is a batch extract using an ETL tool.

ETL tools (like Informatica, Mulesoft, Talend) are best for handling scheduled bulk data movement between Salesforce and external systems, especially for billing cycles.

The process can be scheduled nightly/weekly to pull visit data and send it to the ERP system.

Why not the others?

A . Fire and Forget with ESB -- Used for real-time event-driven messaging (e.g., when an event happens, send a message immediately). Not needed here since the requirement is weekly batch.

C . ERP system to call the FHIR Billing API in Health Cloud -- This would make sense if the ERP were pulling billing records via FHIR APIs, but here the need is sending visit data from Salesforce ERP in bulk.

D . Request and Reply with ESB -- Used when an external system calls Salesforce and expects an immediate response. Not applicable for scheduled, large-scale billing exports.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Integration Guide:

"For billing, claims, or other periodic back-office processes, use a batch integration pattern with an ETL tool to extract large volumes of patient and encounter data from Salesforce on a scheduled basis."

Salesforce Integration Patterns and Practices

Salesforce Health Cloud Data Exchange

Question 6

Question Type: MultipleChoice

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

Options:

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

Answer:

B, C

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."

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.

Question 7

Question Type: MultipleChoice

Bloomington Caregivers is currently in the process of updating its systems as part of a corporate-wide digital transformation initiative. Which two considerations should a consultant include when configuring security, sharing, and visibility rules in Health Cloud to meet a healthcare organization's needs?

Select 2 answers

Options:

- A- Ensure that data mask is used in production to appropriately manage protected health information (PHI).
- B- Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.
- C- Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.
- D- Review Salesforce documentation and implement a standardized security and visibility model.

Answer:

B, C

Explanation:

When configuring security, sharing, and visibility in Salesforce Health Cloud, consultants must consider healthcare-specific requirements such as HIPAA, GDPR, and organizational policies. Two critical considerations are:

B . Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.

Healthcare data involves PHI (Protected Health Information), which requires strict compliance with HIPAA and regional regulations.

Consultants must tailor security models to meet specific privacy and compliance requirements.

C . Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.

Regulations change, and so do organizational needs. Security and sharing rules must be reviewed and updated periodically to ensure ongoing compliance and relevance.

Why not the others?

A . Ensure that data mask is used in production to appropriately manage PHI.

Salesforce Data Mask is a tool for sandbox data anonymization, not for production. PHI in production should be secured using encryption, field-level security, and sharing rules---not Data Mask.

D . Review Salesforce documentation and implement a standardized security and visibility model.

While documentation is helpful, healthcare organizations require tailored security models that fit unique compliance and data access needs, not a one-size-fits-all model.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Security & Compliance Guidance:

"When configuring Health Cloud, ensure security models reflect customer needs, privacy concerns, and regulatory compliance (HIPAA, GDPR, etc.)."

"Review and update security, sharing, and visibility models regularly to address evolving business, regulatory, and compliance requirements."

Question 8

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

Explanation:

Step 1: Requirement Analysis

The payer wants to use predefined rules for prior authorization request reviews, seeking out-of-the-box Health Cloud functionality for speed to value.

Step 2: Health Cloud Prior Authorization & Rules Engine

The Expression Set Templates in Health Cloud provide a prebuilt, configurable framework to automate and standardize prior authorization request reviews. These templates contain reusable logic and criteria that can be easily tailored and applied to common authorization scenarios.

Extract:

"Use Health Cloud's prebuilt Expression Set Templates to accelerate prior authorization configuration. These templates enable payers to implement standardized review criteria and automate decision logic without building rules from scratch."

Administer Health Cloud -- Utilization Management and Expression Sets

Integration Procedures, FlexCards, and OmniScript Templates are OmniStudio tools for integration, UI, and guided processes, but Expression Set Templates are the feature specifically designed for rules automation in Utilization Management.

Question 9

Question Type: MultipleChoice

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

Options:

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

Answer:

B, D

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference

Request Review Types:

Utilization Management processes center around reviewing requests for appropriateness of care, with the three main types being Prior Authorization Review, Concurrent Review, and Retrospective Review.

Extract:

"Utilization Management supports prior authorization, concurrent, and retrospective reviews to evaluate care appropriateness case by case."

--- Utilization Management in Health Cloud

Care Requests:

Care Requests are the mechanism for providers to seek authorization from payers for drugs, services, or admissions.

Extract:

"Design care request processes to support providers seeking health plan authorization for services, medications, or admissions."

--- Health Cloud Utilization Management Data Model

Why not the other options?

A: Next Best Action is more for care management recommendations, not utilization review.

C: Intake agent count is an operational consideration, not a UM process.

Utilization Management Overview

Utilization Management Data Model

Question 10

Question Type: MultipleChoice

How should a consultant at a large provider system model a patient in Health Cloud?

Options:

- A- Configure Account
- B- Leverage Person Account
- C- Configure Contact
- D- Leverage Contact-Contact

Answer:

B

Explanation:

Step-by-Step Explanation:

Person Account as Patient Model:

Salesforce Health Cloud is designed to leverage the Person Account model to represent patients, especially for large provider systems.

Exact Extract:

"Health Cloud uses person accounts to represent patients as individuals with whom you do business. Person accounts combine the functionality of accounts and contacts into a single record."

Why Not Other Options?

Account: Used for organizations, not individuals (patients).

Contact: Contacts are linked to Accounts; on their own, they don't support the full Health Cloud data model.

Contact-Contact: Not a recommended or documented model for patients in Health Cloud.

Conclusion:

To model a patient in Health Cloud, the Person Account model is the officially recommended approach.

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