



Free Questions for Health-Cloud-Accredited-Professional

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Question 1

Question Type: MultipleChoice

45 of 60. A payer is looking for a solution to recruit, credential, and onboard providers into its network.

Which Health Cloud add-on should help the payer address these requirements?

Options:

- A) Provider Relationship Management
- B) Contact Center for Payers
- C) Provider Network Management
- D) Utilization Management

Answer:

C

Explanation:

To effectively recruit, credential, and onboard providers into its network, a payer should utilize the Provider Network Management add-on in Salesforce Health Cloud.

Understanding Provider Network Management:

Purpose: Provider Network Management (PNM) is designed to streamline the processes of recruiting, enrolling, credentialing, and managing healthcare providers within a payer's network. It enhances operational efficiency, ensures compliance, and improves provider satisfaction.

Key Features:

Provider Enrollment: Facilitates efficient registration and recruitment of providers, reducing onboarding time and enhancing engagement.

Credentialing: Supports verification and validation of provider qualifications, ensuring that only qualified professionals join the network.

Contract Management: Manages various contract types and network models, accommodating diverse provider relationships.

Network Adequacy: Assists in constructing effective provider networks to meet patient needs and regulatory requirements.

Implementation Steps:

Acquire the Provider Network Management Add-On:

Ensure that your Salesforce Health Cloud instance includes the PNM add-on, which is available in Enterprise and Unlimited editions.

Configure Provider Enrollment Processes:

Set up workflows for provider recruitment and registration, utilizing PNM's enrollment features to streamline the process.

Establish Credentialing Protocols:

Implement credentialing workflows to verify provider qualifications, leveraging PNM's integration capabilities for primary source verification.

Manage Contracts and Networks:

Utilize PNM's contract management tools to handle various contract types and maintain an organized provider network.

[How Provider Network Management Works](#): For a comprehensive overview of PNM's functionalities, refer to Salesforce's official documentation: [How Provider Network Management Works](#)

[Get to Know Provider Network Management](#): To understand the setup and configuration of PNM, consult: [Get to Know Provider Network Management](#)

Conclusion:

By implementing the Provider Network Management add-on, payers can effectively recruit, credential, and onboard providers, thereby enhancing network efficiency, ensuring compliance, and improving overall provider satisfaction.

Question 2

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

Answer:

A

Explanation:

For a weekly billing cycle, the most appropriate integration pattern is a nightly batch extract using an ETL tool. This approach efficiently handles large volumes of patient visit data while preparing it for billing in the ERP system.

Key Features of Nightly Batch ETL:

Scheduled Processing: Automates the extraction and transformation of visit data at predefined intervals (e.g., nightly).

Data Transformation: Formats the data as required by the ERP system.

Scalability: Efficiently handles large datasets for periodic billing processes.

Why Other Options Are Incorrect:

B . Fire and Forget with ESB: Not suitable for scheduled bulk data processing. Fire-and-forget is better suited for real-time, event-driven integrations.

C . Request and Reply with ESB: Used for synchronous, real-time integrations, which is unnecessary for a weekly billing cycle.

D . FHIR Billing API: Health Cloud does not natively provide a FHIR Billing API, and this option assumes capabilities that Salesforce does not currently offer.

[Batch Data Processing with ETL Tools](#)

[Salesforce Integration Best Practices](#)

Question 3

Question Type: MultipleChoice

An administrator at Bloomington Caregivers has received a change request to alter the appearance of the timeline so that it displays vertically instead of horizontally.

Which step should the administrator take when implementing this change request?

Options:

- A) Enable Timeline in Salesforce Setup, then configure and activate new timeline and add to the relevant Lightning record.
- B) Enable Timeline in Salesforce Setup, then set the toggle for vertical orientation to true to set all timeline orientations as vertical.
- C) Find the Timeline View Configuration for each relevant timeline in the Health Cloud - Lightning Admin app and change the orientation to vertical.
- D) Find the Timeline Orientation setting in Custom Metadata, which controls the orientation of all timelines, and change the value to vertical.

Answer:

C

Explanation:

To modify the timeline orientation in Health Cloud, administrators can adjust the Timeline View Configuration to display the timeline vertically.

Steps:

Access Timeline View Configuration:

Open the Health Cloud - Lightning Admin app in Salesforce.

Locate Timeline View Configuration records.

Edit the Configuration:

Select the relevant configuration for the timeline you wish to update.

Change the orientation setting to Vertical.

Save and activate the updated configuration.

Verify the Changes:

Check the timeline in the respective Lightning record pages to ensure the vertical layout is applied.

Why Other Options Are Incorrect:

A . Enable Timeline in Salesforce Setup: Timelines are already enabled in Health Cloud, and appearance changes are handled at the configuration level.

B . Toggle in Setup: There is no global toggle for orientation in Salesforce Setup.

D . Custom Metadata: Timeline orientation is not controlled by custom metadata; it's managed through view configurations.

Supporting Documentation:

[Timeline Configuration Overview \(help.salesforce.com\)](https://help.salesforce.com)

Question 4

Question Type: MultipleChoice

A payer needs to enable its agents to answer questions from members regarding their benefits coverage. The payer has already set up the required objects to be populated with the necessary information through an integration.

Which Health Cloud should a consultant recommend for the record page?

Options:

- A) Eligibility Validation
- B) Benefits Coverage
- C) Coverage Confirmation
- D) Benefits Verification

Answer:

D

Explanation:

The Benefits Verification component in Salesforce Health Cloud is designed to help agents respond to member inquiries regarding benefits coverage. This feature integrates seamlessly with Health Cloud objects and data, offering agents real-time access to benefit information.

Key Features of Benefits Verification:

Real-Time Verification: Displays benefits data retrieved through integrations, allowing agents to answer member questions promptly.

Comprehensive Coverage Details: Includes plan benefits, covered services, and limits.

Customizable Layout: Can be configured on the record page to provide relevant benefit details in a user-friendly format.

Why Other Options Are Incorrect:

A . Eligibility Validation: Focuses on determining program eligibility rather than detailed benefits coverage.

B . Benefits Coverage: While related, it is not the specific tool designed for verifying benefits inquiries.

C . Coverage Confirmation: Typically used for confirming specific services under a plan, not general benefits questions.

[Benefits Verification in Health Cloud](#)



Question 5

Question Type: MultipleChoice

While setting up Advanced Therapy Management, a consultant wants to have d to Care Programs during enrollment. They need to customize the Health Cloud enrollment process to match their customer's process.

What should the clone to customize for the customer, while leveraging out-of-the-box Health Cloud functionality?

Options:

- A) Apex Class
- B) Flow
- C) Omniscript
- D) Flexcard



Answer:

B

Explanation:

To customize the Health Cloud enrollment process for Advanced Therapy Management, Flows are the recommended tool as they are declarative and leverage out-of-the-box functionality. Flows allow customization of the enrollment process without requiring custom code.

Key Features of Flows:

Declarative Customization: Enables the configuration of the enrollment process to match specific business workflows.

Integration with Care Programs: Automates enrollment steps, such as eligibility checks, consent capture, and assigning care programs.

Reusability: Configured flows can be reused or modified for other processes within the Health Cloud ecosystem.

Why Other Options Are Incorrect:

A . Apex Class: While possible, customization through code is less efficient and harder to maintain compared to Flows.

C . OmniScript: Ideal for dynamic user interactions but not required for standard enrollment customization.

D . FlexCard: Used for displaying information, not for managing enrollment processes.

Health Cloud Flows for Enrollment

Question 6

Question Type: MultipleChoice

Bloomington Caregivers is looking to streamline the user experience for its call center agents. On the patient's record, the company wants the ability to:

- * Inform agents about changes in information
- * View basic details about a patient's insurance
- * Have a complete view of all engagement interactions in one place

Which three components from Contact Center for Health Cloud should a consultant use to achieve this?

Choose 3 answers

Options:

- A) Identity Verification
- B) Action Launcher
- C) Timeline

- D) Member Plan FlexCard
- E) Record Alerts

Answer:

C, D, E

Explanation:

To enhance the user experience for call center agents in Salesforce Health Cloud, particularly on patient records, implementing specific components from the Contact Center for Health Cloud is essential.

1. Timeline:

The Timeline component provides a chronological view of all interactions and events related to a patient. This includes appointments, communications, and care activities. By presenting this information in a consolidated timeline, agents gain a comprehensive understanding of the patient's history, enabling informed and personalized interactions.

[Salesforce](#)

2. Member Plan FlexCard:

The Member Plan FlexCard displays essential details about a patient's insurance plan, such as coverage information, benefits, and eligibility. This readily accessible information allows agents to address patient inquiries regarding their insurance without navigating through multiple systems, thereby improving efficiency and service quality.

[Salesforce](#)

3. Record Alerts:

Record Alerts notify agents of critical changes or important information related to a patient's record. These alerts can be configured to highlight updates such as changes in contact information, care plans, or new health concerns. By receiving timely alerts, agents can proactively address issues and provide up-to-date information to patients.

[Salesforce](#)

Implementing these components ensures that call center agents have a holistic view of patient information, can promptly respond to changes, and access insurance details efficiently. This integrated approach enhances patient engagement, satisfaction, and overall care coordination.

[Health Cloud Contact Center Enhancements](#)

[Contact Center for Health Cloud](#)

Question 7

Question Type: MultipleChoice

A hospital system wants to track patient relationships to its cardiologist, primary care physician, and oncologist. Which object should a consultant recommend to implement?

Options:

- A) Patient Provider Relationship
- B) Affiliation Relationship
- C) Healthcare Practitioner Facility
- D) Contact-Contact Relationship

Answer:

A

Explanation:

In Salesforce Health Cloud, to track a patient's relationships with multiple healthcare providers such as a cardiologist, primary care physician, and oncologist, the Patient Provider Relationship object is the appropriate choice.

Understanding the Patient Provider Relationship Object:

Purpose:

The Patient Provider Relationship object is designed to represent and manage the associations between patients (contacts) and their healthcare providers (practitioners).

It facilitates the documentation of various roles that providers play in a patient's care, enabling a comprehensive view of the patient's healthcare network.

Functionality:

This object allows healthcare organizations to record and monitor the specific relationships between patients and providers, including details such as the type of care provided, duration of the relationship, and any relevant notes.

By utilizing this object, organizations can ensure accurate and up-to-date records of all healthcare professionals involved in a patient's care, supporting coordinated and efficient care delivery.

Implementing Patient Provider Relationships:

Configuration Steps:

Define Relationship Types:

Customize the relationship types to reflect various provider roles, such as cardiologist, primary care physician, and oncologist.

Establish Relationships:

For each patient, create records in the Patient Provider Relationship object to link them with their respective providers, specifying the role and any pertinent details.

Maintain and Update Records:

Regularly update these relationships to reflect any changes in the patient's care team, ensuring that the information remains current and accurate.

By leveraging the Patient Provider Relationship object, healthcare organizations can effectively manage and visualize the network of providers associated with each patient, enhancing care coordination and patient outcomes.

[Provider Relationship Management | Salesforce Health Cloud Developer Guide](#)

[Track Complex Household Roles and Relationships in Health Cloud](#)

Question 8

Question Type: MultipleChoice

An agent at a MedTech company requires a UI component that displays customer data and contains a link to create a new order. Once clicked, the link starts a process to build a new order and displays the available products for purchase.

Which three OmmStudio capabilities are required to solve this use case?

Choose 3 answers

Options:

- A) Integration Procedures
- B) FlexCards
- C) OmniScript
- D) DataRaptors

E) Document Generation

Answer:

A, B, C

Explanation:

To address the use case of creating a UI component for a MedTech company that displays customer data, allows initiating a new order process, and displays available products for purchase, the following OmniStudio capabilities are required:

1. Integration Procedures:

Purpose: Integration Procedures handle server-side logic by connecting with external systems, databases, or Salesforce objects to fetch or update data efficiently.

Role in Use Case: The new order process will likely require data from external systems, such as a product catalog or inventory system. Integration Procedures are ideal for orchestrating these back-end calls and consolidating data to display product availability or order information.

Key Features:

Perform complex, multi-step actions in a single server call.

Fetch data asynchronously, improving UI performance.

2. FlexCards:

Purpose: FlexCards are lightweight, reusable UI components that display contextual information on a single screen. They can include links, buttons, and embedded actions.

Role in Use Case: The UI component displaying customer data and providing the link to create a new order is best implemented as a FlexCard.

Key Features:

Can display data fetched via DataRaptors or Integration Procedures.

Easily customizable to match the desired layout and functionality.

3. OmniScript:

Purpose: OmniScripts guide users through multi-step processes with dynamic forms and workflows, integrating seamlessly with FlexCards and Integration Procedures.

Role in Use Case: When the link on the FlexCard is clicked, the OmniScript starts the process to build a new order and display available products. This ensures an intuitive and structured user

experience for completing complex processes.

Key Features:

Drag-and-drop UI for creating guided workflows.

Can call Integration Procedures to fetch product details or submit the order.

Capabilities Not Required for This Use Case:

D . DataRaptors: While DataRaptors are crucial for basic data fetch/update operations, the described use case involves orchestrating multiple steps and external system integrations, making Integration Procedures more suitable.

E . Document Generation: This feature is used for generating PDFs or documents, which is not relevant to the process of building a UI component for order creation.

Summary of Implementation:

FlexCards display customer data and include a clickable link to start the new order process.

OmniScript handles the guided workflow to create the order and fetch available products.

Integration Procedures facilitate the server-side logic for fetching products and submitting the order.

[OmniStudio Documentation](#)

[OmniScript Best Practices](#)

[FlexCards for Contextual UI](#)

Question 9

Question Type: MultipleChoice

A payer needs to manage requests for concurrent review of prior authorizations within Health Cloud and wants to use out-of-the-box record types and page layouts, However, the payer's Salesforce administrator does not see any preconfigured record types or page layouts for prior authorizations in the payer's Salesforce org.

What should a consultant recommend to the Salesforce administrator to expedite implementation?

Options:

A) Install the Health Cloud Care Request Extensions package.

- B) Install the Health Cloud Claims unmanaged package.
- C) Build custom page layouts and record types to support the requirement.
- D) Install an AppExchange prior authorization package.

Answer:

A

Explanation:

In Salesforce Health Cloud, to manage prior authorization requests using preconfigured record types and page layouts, the Health Cloud Care Request Extensions package must be installed. This package provides the necessary configurations for handling prior authorizations.

Steps to Install the Health Cloud Care Request Extensions Package:

Access the Package:

Obtain the installation link for the Health Cloud Care Request Extensions package from Salesforce's official resources or through the Salesforce AppExchange.

Install the Package:

Click on the installation link and log in to your Salesforce org.

Follow the installation prompts, selecting the appropriate security settings (e.g., granting access to all users).

Complete the installation process.

Verify Installation:

Navigate to Setup > Installed Packages to confirm that the Health Cloud Care Request Extensions package is listed.

Configure Record Types and Page Layouts:

After installation, the package provides preconfigured record types and page layouts for prior authorizations.

Assign these record types and layouts to the relevant user profiles to ensure accessibility.

Benefits of Installing the Health Cloud Care Request Extensions Package:

Preconfigured Components: The package includes out-of-the-box record types and page layouts tailored for managing prior authorizations, reducing the need for custom development.

Streamlined Processes: Facilitates efficient handling of prior authorization requests, improving operational workflows for payers.

Integration with Health Cloud: Ensures seamless integration with existing Health Cloud functionalities, maintaining data consistency and integrity.

By installing this package, the Salesforce administrator can expedite the implementation of prior authorization management within Health Cloud, leveraging Salesforce's pre-built solutions to meet the organization's needs effectively.

[Install Health Cloud Packages](#)

[Utilization Management in Health Cloud](#)

Question 10

Question Type: MultipleChoice

A medical device organization needs to track account information and its geographical details to provide information to representatives onsite. Which three objects support this scenario?

Choose 3 answer

Options:

- A) Location
- B) Healthcare Facility
- C) Facility Address
- D) Clinic Location
- E) Account

Answer:

A, B, C

Explanation:

To track account information and its geographical details, the following objects in Salesforce Health Cloud support the scenario:

Location:

Represents the physical location of a healthcare facility, such as a hospital or clinic.

Tracks details like address, contact information, and geocoordinates for mapping purposes.

Facilitates integration with tools for location-based services or routing.

Healthcare Facility:

Represents the organizational entity (e.g., hospital, clinic, or medical practice).

Stores information about the type of facility, services offered, and affiliations with healthcare networks.

Facility Address:

Stores detailed address information specific to a healthcare facility.

Enables differentiation between multiple addresses for the same facility, such as billing and physical addresses.

Why Not the Other Options?

D . Clinic Location: This object is not part of Health Cloud's standard data model.

E . Account: While Account is central to tracking organization details, it does not specifically address geographical details.

Use Case Implementation: By combining Location, Healthcare Facility, and Facility Address objects, organizations can provide comprehensive geographical and organizational data to representatives, enabling efficient onsite operations.

[Health Cloud Data Model Documentation](#)

[Geolocation Features in Salesforce](#)



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