



HEALTH-CLOUD-ACCREDITED- PROFESSIONAL^{Q&As}

Salesforce Health Cloud Accredited Professional

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QUESTION 1

In which three ways does Health cloud meet compliance and regulatory requirements? (Choose three.)

- A. Health Cloud helps HLS organization achieve HIPAA Compliance
- B. Health cloud is HIPAA certified
- C. Health cloud is HITRUST certified
- D. Health cloud is GDPR certified
- E. Health cloud is HL-7 Compliant

Correct Answer: ABE

QUESTION 2

Which three of the following statements are true about Care Plan Templates? (Choose Three.)

- A. When creating a care plan with a template you can unselect tasks so they will not be included.
- B. The sort order of the Task group by Fields can be changed under custom setting task group.
- C. Care plan templates must include at least 1 problem, 1 goal and 1 task.
- D. When creating a care plan with a template you can change the offsets of the tasks.
- E. Care plan templates can only be used when creating a new care plan.

Correct Answer: ACE

QUESTION 3

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. Opportunities
- C. Locations
- D. Accounts
- E. Assets

Correct Answer: ACD

**QUESTION 4**

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

Correct Answer: CDE

Reference and details below.

Support and Manage Care Requests

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:

- Prescription drug preauthorization requests
- Service preauthorization requests
- Admissions
- Concurrent (continued stay) reviews
- Appeals
- Complaints and grievances

QUESTION 5

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

Correct Answer: BC

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.

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