



Urgent and Emergency Care

Your new Apta Cash plan is designed to save you money, time, and make accessing care simple. This plan has two key parts:

1. **Virtual Direct Primary Care (VPC):** Provided through BowTie, offering 24/7 access to care for urgent issues.
2. **Apta Guardianship Team:** A U.S.-based representative to help with higher-cost medical visits and procedures.

For non-life-threatening urgent care needs, contact BowTie by calling **720-799-0230** to make an appointment.

Urgent Care Through BowTie

Most urgent care needs can be handled through BowTie. They offer 24/7 urgent and after-hours care, helping with common issues quickly and conveniently. You can book an appointment directly at bowtiemedical.com or call **720-799-0230** to receive care within a few hours.

In-Person Urgent Care at Local Facility

If BowTie cannot help you and you need in-person Urgent Care, you should go to your local Urgent Care facility, and follow the below steps:

1. Leave your insurance card at home, but bring your Cash Pay Card. When you arrive at your local Urgent Care Center **tell the front desk you are a "self-pay" patient.**
2. Your Cash Pay Card will be pre-loaded with limited funds for emergent situations. Calling your Apta Guardianship team is always recommended to get the appropriate funds for your Urgent Care visit.
3. Pay with your Cash Pay Card, then submit an itemized receipt with patient's name right away by taking a photo and texting the receipt to **720-799-0230** or emailing receipts@apta-health.com.
4. If you need additional treatments, call your Apta Guardian immediately at **720-799-0230** to get approval for additional charges.

*If you don't send in your receipt within 24 hours of an unplanned visit, your Cash Pay Card may be deactivated.

Examples for conditions that might require in-person Urgent Care include but are not limited to:

Cuts

Possible broken bones

Stitches

Group Name Here | 720-799-0230



Emergency Room Visit at Local Facility

For serious life-threatening emergencies, it's important to act quickly and get the care you need. Follow these steps so you can focus on getting the right care:

1. Leave your insurance card at home. When you arrive at your local Emergency Care Center **tell the front desk you are a "self-pay" patient.**
2. Once you receive care, you should reach out to your Apta Guardianship team as soon as reasonably possible to discuss your situation and plan for your current and future treatments.
3. Your Cash Pay Card will be pre-loaded with limited funds for emergent situations. It's always recommended to call your Apta Guardianship team to discuss your situation to load the appropriate funds on the Cash Pay Card.
4. Submit an itemized receipt with patients name right away by taking a photo and texting the receipt to **720-799-0230** or emailing **receipts@apta-health.com**.

*If you don't send in your receipt within 24 hours of an unplanned visit, your Cash Pay Card may be deactivated.



Did You Know?

Emergency rooms are required by law to provide care regardless of your payment method. Under the Emergency Medical Treatment and Labor Act (EMTALA), hospitals cannot deny or delay treatment in an emergency based on your insurance status or your decision to register as self-pay.

***Emergency Room visits are extraordinarily expensive and should only be used for life-threatening situations.**



Chest pain
or pressure



Head injuries



Compound fracture
(bone that protrudes
through the skin)



Pneumonia



Sudden, severe
headache, or
paralysis or weakness



Uncontrolled bleeding



Seizures



Shortness of breath



Severe abdominal pain

Following these steps will ensure a smooth experience with your new Apta Guardianship Plan. If you have any questions, don't hesitate to contact your Apta Apta Guardianship team for assistance at **720-799-0230**.

