



Patient-261

Patient-261 went to Dr. Arthur Taylor at Nevada Orthopedic & Spine Center. Disappointing and unprofessional experience with the front-office staff. They tried to force the patient to pay \$250 upfront, even though they were in-network. Patient called his insurance company, and they confirmed that NO upfront payment was owed and recommended that he leave the office and find a different orthopedic doctor. Patient canceled the appointment and left the office. He does NOT recommend Nevada Orthopedic.

This comment was posted on July 31, 2026.

I was referred to Arthur J. Taylor, MD at Nevada Orthopedic & Spine by my urgent care clinic.

Before I could even get an appointment, I was told that the office would first verify my insurance. They explained that if everything was in-network and approved, they would contact me with an appointment.

Two days later, I received a text message confirming my appointment, so I reasonably assumed that my insurance had been verified and everything was covered.

I arrived 30 minutes early for my appointment.

From the moment I walked in, my experience was disappointing.

Maria at the front desk was unfriendly from the start.

There was no greeting, no "Good morning," no "How are you?"—just an immediate demand for payment. She told me I had to pay \$250 upfront because of their "internal policy."

I asked why, since I have no deductible, no copay, and no out-of-pocket costs for this visit. She could not provide a valid explanation.

I immediately called my insurance company while standing in the office. The representative confirmed that this provider is in-network and that I did NOT owe any upfront payment.

They asked to speak with Maria directly.

Maria claimed that she had already verified my insurance the previous day. However, according to the insurance representative, there was no record whatsoever of anyone from this office contacting them to verify my benefits.

The representative also told me that Maria would not listen to what they were explaining and instead continued repeating her own statements before handing the phone back to me.

After reviewing my coverage, the insurance representative advised me not to pay the \$250 and recommended that I leave and seek treatment with another orthopedic specialist because -- according to my insurance benefits -- there was no legitimate reason for this payment.

I canceled my appointment and left.

After leaving the office, I called the urgent care clinic that referred me. They again confirmed that this provider is in my insurance network and told me they would never have issued the referral if I were expected to pay additional charges outside of my insurance coverage.

Dr. Arthur J. Taylor should pay closer attention to what is happening at the front desk. The check-in process reflects on the entire practice.

I left this office feeling that I was being asked to pay money that I did not owe. Because of that experience, I personally felt misled.

It also made me wonder how many other patients may have paid the requested amount without first calling their insurance company to verify whether the charge was actually appropriate.

Based on my experience, I cannot recommend this office.

The front desk was unprofessional. The information I was given conflicted with what both my insurance company and my referring urgent care clinic confirmed, and the entire experience destroyed my confidence in this practice.

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Disappointing and unprofessional experience with

the front-office staff.

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Note to readers: Other patient stories have mentioned these upfront cash payments at Nevada Orthopedic.

**Just say NO to Nevada Orthopedic
and just say NO to Dr. Arthur Taylor**

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