

Important Update: Cranial Remolding Orthosis (CRO) Benefit Changes for CHIP Members

What's Changing?

Starting **September 1, 2026**, Community Health Choice is updating the benefit rules for **Cranial Remolding Orthosis (CRO)** for our CHIP Members. These changes follow new Texas state law requirements.

What is a Cranial Remolding Orthosis (CRO)?

A **CRO** is a custom-made helmet that fits your child's head. It helps fix head shape problems and improve how the skull grows. Doctors use CROs to treat children with flat or misshapen heads.

Who Can Get This Benefit?

Your child may qualify for a CRO if they are:

- **Between 3 and 18 months old**
- **Diagnosed with specific head shape conditions** (listed below)

Covered Conditions

Head Shape Problems We Cover:

1. **Lateral Deformational Plagiocephaly (LDP)**
 - One side of the head is flattened
 - May cause the ear or forehead to move forward
2. **Brachycephaly**
 - Head is short and wide
 - Back of the head is flattened
 - May cause bulging above the ears
3. **Asymmetrical Brachycephaly**
 - Combines flat back of head with uneven sides
 - May cause the ear or forehead to move forward
4. **Dolichocephaly**
 - Both sides of the head are flattened
 - Head looks long from front to back
5. **Synostotic Plagiocephaly**
 - Caused by skull bones joining too early
 - Requires surgery to fix

Treatment Requirements

Before getting a CRO, the notes from your doctor must show that you have tried **conservative therapy** for at least **2 months**. This includes:

- **Repositioning** - changing how your baby lies down
- **Tummy time** - supervised time on their stomach when awake
- **Physical or occupational therapy** - if your child has neck muscle tightness

Note: Children with synostotic plagiocephaly do not need to try conservative therapy first.

Important Rules

One Helmet Per Lifetime

- Each child can only get **one CRO** in their lifetime
- **Exception:** Your doctor can request approval for a second helmet if:
 - The first helmet worked but did not fully fix the problem
 - Your child grew out of the first helmet
 - Treatment goals have not been met yet

Prior Authorization Required

- Once a CRO is ordered by your doctor, the provider of the CRO must first get an **approved prior authorization** before you can get the helmet
- Special measurements and documentation are required
- Your child's medical records must show the helmet is medically necessary

How We Measure Head Shape Problems

A healthcare professional will take careful measurements of your child's head to see if they qualify. The measurements must show:

- **For asymmetry:** A difference of more than 6 millimeters between sides
- **For wide heads:** Head measurements that are much different from normal
- **For long heads:** Head measurements that are much different from normal

What This Means for You

If your child needs a CRO:

1. **Talk to your doctor** about conservative therapy options first and how to properly try them (refer to conservative therapy above)
2. **Try repositioning and tummy time** for at least 2 months
3. **Work with your doctor** to get prior authorization if conservative therapy does not work
4. **Keep all medical records** showing your child's diagnosis and treatment

Questions?

If you have questions about this benefit change or need help understanding your coverage, please contact us:

Call Member Services: 1.888.760.2600 (TTY: 711)

Visit our website: CommunityHealthChoice.org

We are here to help you and your child get the care you need.