

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

Cranial Remolding Orthosis eLearning Now Available

Background:

A new cranial remolding orthosis (CRO) provider training is now available on the Texas Medicaid & Healthcare Partnership (TMHP) Learning Management System (LMS) [website](#).

This training covers the expanded policy that went into effect on Sept. 1, 2026, and is based on House Bill 426 from the 89th Regular Session. The training will help providers identify the requirements for CRO eligibility and review benefits, authorization, and reimbursement.

Users must have a username and password to access training in the LMS. To obtain a username and password, providers must visit the [New User Registration](#) page or click **Don't have an account? Sign up here.** on the [LMS homepage](#).

For more information, call the TMHP Contact Center at 800-925-9126.

For LMS access issues, email TMHP LMS support at TMHPTrainingSupport@tmhp.com.

Please share this information with your provider networks for awareness and to help answer questions they may have about the new benefit updates.

Additional Information:

[Update to Cranial Remolding Orthosis Benefit Criteria Effective September 1, 2026](#)

Contact:

<mailto:TMHPTrainingSupport@tmhp.com>

Questions?

If you have questions, please contact UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.