

Medical Device Procurement

Project Brief (In Progress):

<https://github.com/department-of-veterans-affairs/va.gov-team/blob/d57b05e020593432f5c4b6bbdec2549860d8273/platform/product-management/product-outline-template.md>

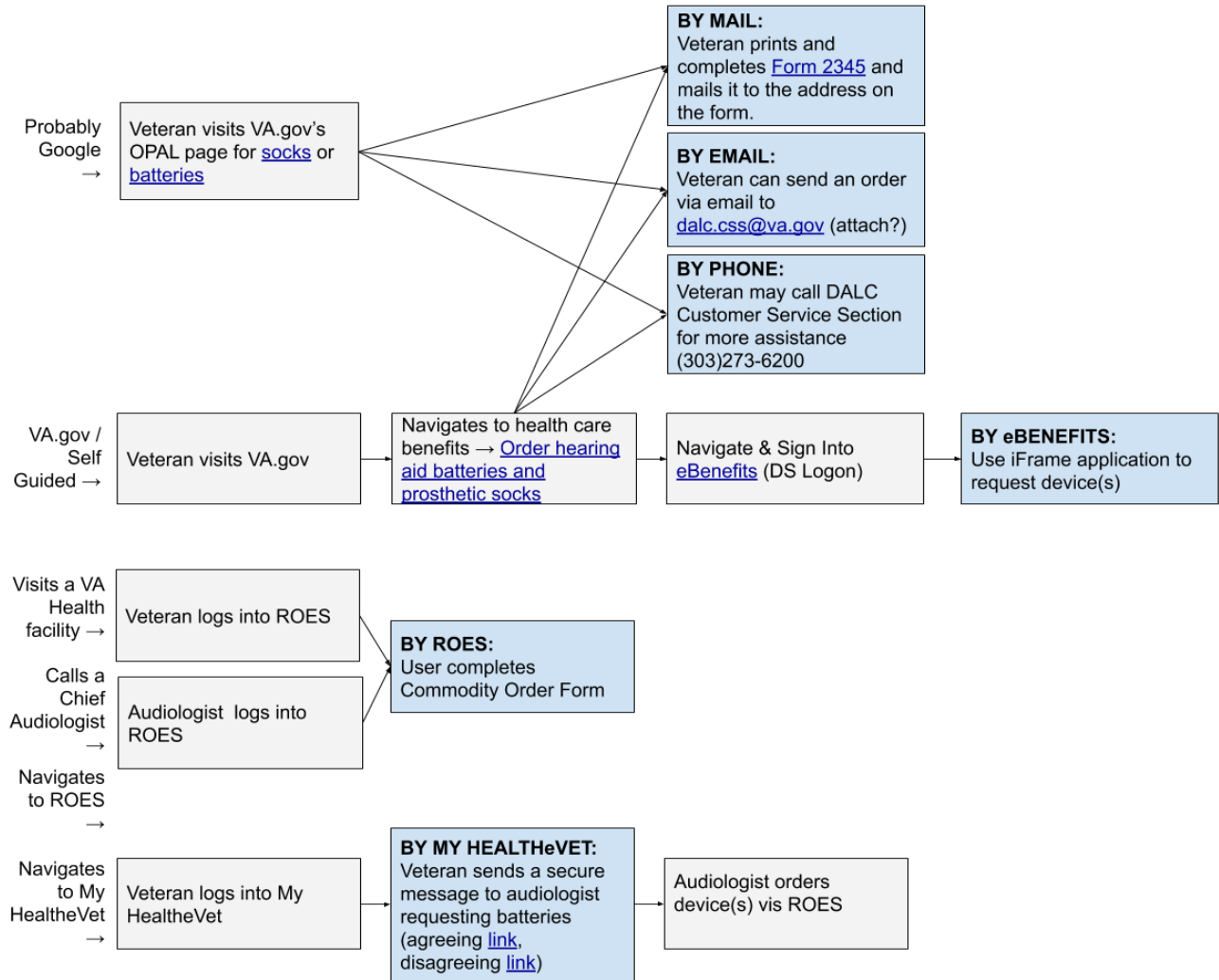
Important Links:

- VA.gov site: <https://www.va.gov/health-care/order-hearing-aid-batteries-prosthetic-socks/>
- VA.gov OPAL site: <https://www.va.gov/OPAL/index.asp> → For Veterans → Health Resources → Socks OR Batteries
- eBenefits: <https://www.ebenefits.va.gov/ebenefits/about/feature?feature=hearing-aid-batteries-and-prosthetic-socks>
- [My HealtheVet Article](#) about hearing loss
- Vetsfirst info on '[Stump Socks](#)'
- What is the DALC? [IRIS Search System Result](#)
- VA Rehabilitation & Prosthetics Services: <https://www.prosthetics.va.gov/>

How to Order Device(s):

Many Veterans are entitled to receive supportive medical devices, such as prosthetic socks and hearing aid batteries, directly from the VA. There are currently multiple channels a Veteran can go through in order to use this benefit:

- Mailing [Form 2345](#) (Prosthetic Socks) or [Form 2346](#) (Hearing Aid Batteries) to DALC
- Emailing request to DALC, dalc.css@va.gov
- Calling DALC at (303)273-6200
- Completing the request form in eBenefits
- Completing the 'Commodity Order Form' directly in ROES
- Requesting device(s) through secure messaging on My HealtheVet (premium users only)
- Requesting the device(s) through their VHA Audiologist



Platforms:

By Mail:

- **For hearing aid batteries or accessories:** Fill out a Veteran's Request for Batteries and Accessories (VA Form 2346) card. If you're ordering hearing aid wax guards, please write down the type of guard if you have that information from your audiologist. *You should have received a VA Form 2346 in your last battery order. If you don't have the form, call your local VA audiology clinic or follow the instructions below to order batteries by phone.* (Form is included at bottom of document)
- **For prosthetic socks:** Fill out a Veteran's Request for Prosthetic Socks ([VA Form 2345](#))
- Mail the completed form to:
 - VA Denver Acquisition and Logistics Center, PO Box 25166, Denver, CO 80225-0166

By Email:

- Email request to dalc.css@va.gov

By Phone:

Call the Denver Acquisition & Logistics Center (DALC) at [303-273-6200](tel:303-273-6200).

- **For hearing aid batteries**, select 1 for the Automated Battery Reorder System. Enter your Social Security number and zip code when prompted. Then select which authorized batteries you need to reorder.
- **For prosthetic socks or other accessories (like hearing aid wax guards)**, select 2 to speak with a customer service representative.
- **To ask about hearing aid repairs**, select 3.
- **To speak with an operator**, select 0.

eBenefits:



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 Search



For feature and outage events, refer to the Outage Calendar link at the bottom of the page.

To ensure your security and privacy, when using a shared or public computer, make sure you always log out of VA/DoD eBenefits and then close all browser windows when finished accessing the site.

Order Medical Equipment

Veterans who currently receive VA care can request items for which they require an ongoing supply. Most requests are answered in less than an hour, though in rare cases a request could take up to two days.

Select What You Would Like to Order

You must be under the care of a VA Audiology, Prosthetic, or Home Telehealth clinic to request and receive items from the Denver Acquisition & Logistics Center (DALC).

[Batteries \(for Hearing Aids and Other Medical Devices\)](#)

The DALC provides batteries for hearing aids and related medical devices and Telehealth equipment, as long as the device is authorized for use on the Veteran's clinical record. This includes equipment issued by the VA or obtained elsewhere but registered in the VA system.

[Prosthetic Socks](#)

Veterans who are amputees or have otherwise lost a limb can obtain prosthetic socks from the DALC.

Other Available Products

Hearing aid accessories such as external wax guards, cords, and ear hooks can also be obtained. Orthopedic corsets, belts, abdominal binders, and braces/supports are also available for management of spinal or orthopedic disabilities.

More Information

For more information, contact the DALC Customer Service Section at (303) 273-6200.



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Order Medical Equipment

[Return to Order Medical Equipment Home](#)

Department of Veterans Affairs Denver Acquisition and Logistics Center Online Ordering

Enter Last Name: *

Enter Last 4 numbers of SSN: *

Enter Date of Birth (MM/DD/YYYY): *

Enter E-mail (Optional):

* Required Field

apply for
BENEFITS

view my
STATUS

access my
DOCUMENTS

browse benefits
LINKS

my personal
DASHBOARD

search

Welcome MSGT

My Personal DashboardMessage Center (1)Account ActivityFavorite Benefits LinksRecently Viewed

Last Log In: Oct 13, 2011 10:36:14 AM

Order Medical Equipment

[Return to Order Medical Equipment Home](#)

Department of Veterans Affairs - Denver Acquisition and Logistics Center
Request for Hearing Aid Batteries

Name:
Address:

If address is not correct, please contact the Denver ALC at 303-914-5145 or send an email to DALC.CSS@VA.GOV for changes prior to ordering batteries.

Issue Date	Battery	Make	Model	Serial Number	Date Last Ordered	Check to Order Batteries
						<input type="checkbox"/>

Submit Your Order

Check the box next to the item you are ordering, then click Submit Your Order

Source: <https://www.va.gov/opal/docs/nac/dlc/orderingBatteriesOnline.pdf>

ROES:

Veterans and VHA Audiologists can order products and services directly through ROES. Users are able to order socks and batteries through a single Commodity Order Form.

ROES Order-Screen - Internet Explorer

Select an Action:

- End Item
- Capital Hearing Aids
- Wireless Devices
- Reimburse
- Other Commodities
- Service Request
- Device Reimbursement
- Cochlear Implants
- LI Reimbursement
- Reimbursement

Station Parameters

Tools

Processing Actions

Authorized Aids

Audiogram Search

Lost & Found

Enter Outcome Measures

View Order History

ROES Patient Orders - Processed Orders

Ordering Station: 405 - 1 (MMA) (NDA)

Patient: GROFF, DONALD SSN: [REDACTED] DOB: JUL 01, 1931

Trans Date	Order Number	Order Type	By	Status	Serial #	Item	ReOrder
12/18/18	C95004-5312	CUSTOM HEARING AIDS	3H	COMPLETE	181720517	PHUSE BQ 12400 RSC R	
09/19/18	18-28266552	BATTERIES	PH	SHIPPED	N/A	2A10MF	ReOrder
08/29/18	C85005-8526	CUSTOM HEARING AIDS	HBT	CANCELED	1718351175	PHUSE BQ 12400 CSC	
				CANCELED	1718351175	PHUSE BQ 12400 CSC	

< Back Forward >

Commodity Order Form - Internet Explorer

ROES

Commodity Order Form

Patient: GROFF, DONALD SSN: [REDACTED] Close x 22 min

Disability Code: DCLF/B Help with Disability Codes

Patient's current disabilities: DCLF/B

Requested By: MATA, CRYSTAL

Requestor's Service: AUDIOLOGY AND SPEECH PATHOLOGY

Commodity Group: Batteries Catalog: Batteries

Vendor: [REDACTED]

Item: [REDACTED] Refresh

Search: [REDACTED] Item Number

Quantity (each): 50 DALC quantity on hand: 346900

Deliver to: Patient Facility

Delivery: Routine Priority Emergency

Phone number: [REDACTED]

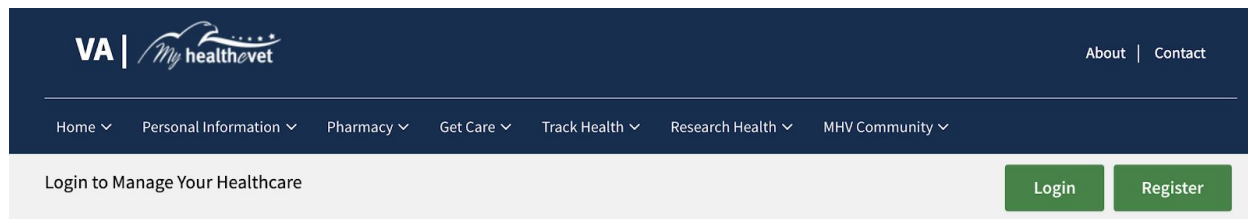
Remarks: [REDACTED]

Type of Transaction: Initial

Exit Reset Keyword List Add to Order Help

My HealtheVet:

Veterans can schedule appointments online, refill prescriptions, view their health records, and send Secure Messages to their team using My HealtheVet.



[My HealtheVet](#) / [Search](#)

My HealtheVet and Other VA Health Resources

 ✖

Returned Results

[Don't Let Hearing Loss Sneak Up on You - My HealtheVet](#)
<https://www.myhealth.va.gov/mhv-portal-web/ss20190521-hearing-loss>
Rehabilitation and Prosthetic Services) Hearing Aid Batteries and Prosthetic Socks (eBenefits)

“Prosthetic Socks” returns one result, a page about hearing loss and getting benefits, with a link to the [Hearing Aid Batteries and Prosthetic Socks \(eBenefits\)](#) page.

Ordering excerpt from the My HealtheVet article:

<https://www.myhealth.va.gov/mhv-portal-web/ss20190521-hearing-loss>:

Ordering options

Eligible Veterans can order new batteries for their hearing aids through:

- Postal mail - send the blue VA Form 2346 (paper only), *Request for Batteries and Accessories*, to the address provided on the form.
- Telephone - call the Denver Acquisition & Logistics Center (DALC) at 303-273-6200.
- eBenefits - if you have a Premium account through [eBenefits](#) (*DS Logon required*).

If you have a My HealtheVet Premium account, you can also send your VA audiologist a [Secure Message](#) (*sign in required*) requesting new batteries. Since providers have up to three days to respond, try to request batteries before your current ones run out.

VeTEXT / VA.gov SMS system

Suggested to the VeTE team by a patient.

Known Parties:

Veterans:

-

Audiologists:

- Utilize ROES to create orders for their institution (?) and individual Veterans.

[Denver Logistics Center \(DLC\) / Denver Acquisition & Logistics Center \(DALC\):](#)

DALC distributes hearing aids, accessories and batteries; prosthetic socks; aids for the visually impaired; and orthopedic items to their homes as well as providing them with hearing aid repair service.

- Customers Include:
 - Veterans
 - VA's Audiology & Speech Pathology Service
 - Prosthetic & Sensory Aids Service
 - Blind Rehabilitation Service
 - Other VA Services & Government Agencies
- Products Include:
 - **Hearing aids and accessories** - hearing aid repairs are also available.
 - Accessories page includes note: "Please Note: You CANNOT order batteries through the [My HealtheVet Web site](#)"
 - **Batteries** - Batteries predominantly used in hearing aids provided to veterans, although several battery types are available that may also be used in other battery powered devices such as artificial larynxes, assistive listening devices, and neuromuscular stimulators.
 - **Prosthetic Items, Socks (Catalogue)**- more than 500 prosthetic socks, and orthotic softgoods. For treatment and management of acute and chronic disabilities of the spine or abdomen, a variety of orthopedic corsets, belts, abdominal binders and supports are available.
 - **Aids for the Visually Impaired** such as rigid and folding mobility canes and adjustable-length support canes; braille pocket watches, wrist watches, and clocks; talking wrist watches and alarm clocks, wrist watches and clocks with highly contrasting faces; braille writers, and AM/FM/TV audio receivers.
- Point of Contact:
 - Email: DALC.CSS@va.gov
 - Direct: Regina Krawiec, Veteran Services Division - (303)914-5145
- Resources:
 - https://iris.custhelp.va.gov/app/answers/detail/a_id/1309/~/what-is-the-denver-acquisition-%26-logistics-center-%28dalc%29%3F
 - https://www.prosthetics.va.gov/psas/Hearing_Aids.asp
 - <https://www.prosthetics.va.gov/>

Fulfillment (Octagon?):

Hello, black box, my old friend...

Form 2346 - Hearing Aid Batteries & Accessories (Electronic):

Adobe Forms Designer 6.0

Form 2346 - Hearing Aid Batteries & Accessories (Printed) ([pdf](#)):

1. PRINT LAST NAME - FIRST NAME - MIDDLE INITIAL				
2. ADDRESS (Print Street No., City, State and Zip Code)				
3. CLAIM NO.		4. SOCIAL SECURITY NO.		
5. THIS ADDRESS IS - <input type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY			6. DATE	
HEARING AID INFORMATION		REGULAR AID		SPARE AID
TRADE NAME				
MODEL				
SERIAL NUMBER				
NO. DAYS PER WEEK AID USED				
NO. HOURS PER DAY AID USED				
BATTERY INFORMATION				
IDENTIFICATION NUMBER				
NO. OF USABLE BATTERIES ON HAND				
REMARKS		If privacy is desired, insert in envelope and mail to addressee.		

VA FORM
JUL 1991

90-2346

**VETERAN'S REQUEST FOR
HEARING AID BATTERIES**



PLACE
STAMP
HERE

Department of Veterans Affairs
Denver Distribution Center (905A)
P.O. Box 25166
Denver CO 80225-0166



Form 2345 - Request for Prosthetic Socks (Printed) ([pdf](#)):

PRINT LAST NAME - FIRST NAME - MIDDLE INITIAL			SOCIAL SECURITY NO. <i>(Last four digits)</i>		
MAILING ADDRESS <i>(Street, City, State and ZIP Code)</i>			THIS ADDRESS IS: <input type="checkbox"/> NEW <input type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY	DATE OF REQUEST	
ITEM REQUESTED	LEG		ARM		REMARKS
	RIGHT	LEFT	RIGHT	LEFT	
1. SOCK SIZE NO.					
MEASUREMENT WIDTH AT TOP					
MEASUREMENT WIDTH AT TOE					
MEASUREMENT LENGTH					
MATERIAL AND PLY					
2. SHEATH SIZE					
3. T-SHIRT, COTTON <i>(for shoulder disarticulation)</i> , SIZE:					

VA FORM
MAY 2008

2345

VETERAN'S REQUEST FOR PROSTHETIC SOCKS

Please print out a copy and fill out for needed items. Insert into an envelope and mail to:

VA Denver Acquisition & Logistics Center (001AL-A2-4)
 PO Box 25166
 Denver, CO 80225-1666

Question the Team has for the Medical Device Tool

1. Vets
 - a.
2. DLC
3. Audiologists
4. VA