[Unauthenticated & authenticated experience Invision mockup](https://vsateams.invisionapp.com/share/VBWMFDUHDFX)

# Order prosthetic socks

Find out if you are eligible to order prosthetic socks from the VA online, by phone, or by mail.

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| Am I eligible to order prosthetic socks? You can order prosthetic socks from us if you meet all of the requirements listed below.  **All of these must be true:**   * You're enrolled in VA healthcare, **and** * You're registered as a patient at a VA medical center, **and** * Your VA audiologist has prescribed hearing aids or other hearing assistive devices   Find out how to apply for VA health care |

## How can I order prosthetic socks from the VA?

You can VA-issued prosthetic socks through eBenefits right now.

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| You’ll need to sign in to eBenefits to order prosthetic socks online To use this feature, you'll need a Premium DS Logon account. Your My HealtheVet or ID.me credentials won’t work on the eBenefits website. Go to eBenefits to sign in, register, or upgrade your DS Logon account to Premium.   |  | | --- | | **Sign in or create an account** | |

#### You can also order:

##### By phone

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

To order prosthetic socks, select 2 to speak with a customer service representative.

To speak with an operator, select 0.

##### By mail

Fill out a Veteran’s Request for Prosthetic Socks (VA Form 2345).

Download VA Form 2345 (PDF)

Mail the completed form to:

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| VA Denver Acquisition and Logistics Center  PO Box 25166  Denver, CO 80225-0166 |

## Once I’m signed in to eBenefits, how do I place my order?

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| **1** | Click on the eBenefits logo in the upper left corner of the page to go to the site’s homepage. |
| **2** | Look for the “Manage Health” category, and click on the link “Hearing Aid Batteries and Prosthetic Socks.” You’ll go to a new page. |
| **3** | Look for the section titled “Select What You Would Like to Order,” and click on the item you want. You’ll go to a new page. |
| **4** | Fill out the form with the required information (last name, last 4 digits of your Social Security number, date of birth). You can also provide your email if you'd like. Then you’ll be taken to a page where you can order the product you need. |
| **5** | Select the product you need, and submit your order. |
| **6** | eBenefits will send a confirmation email to the address we have on file once your order is processed. If there are any issues with your order, you’ll receive an error message with instructions for how to get help. |

**Note:** If you have questions or need technical help, call the eBenefits help desk at 800-983-0937, and select 2. Customer service representatives are available Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

## More information about prosthetic socks

### Are my prosthetic socks free of charge?

**You can get these items free of charge as long as:**

* Your VA health care provider has recommended them for you, **and**
* You remain eligible for and enrolled in VA health care

### How long will it take my items to arrive, and when should I reorder?

Your order time will depend on whether we have the socks you need in stock or need to get more from the vendor.

To make sure you have your socks in time, you’ll want to place your order about 30 days before you need them.