Unauthenticated experience: <https://vsateams.invisionapp.com/d/main?origin=v7#/console/19309480/410077289/preview?scrollOffset=0>

# Order hearing aid batteries and accessories

Find out if you’re eligible to order free hearing aid batteries and accessories for VA-issued hearing aids, and how to order online or by phone or mail.

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| Can I order hearing aid supplies? You may be able to get hearing aid batteries and accessories 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 do I order hearing aid batteries and accessories?

**You can order batteries and accessories in any of these 3 ways:** ~~VA.gov right now.~~

### Online

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| --- | --- |
| Please sign in to order hearing aid supplies Try signing in with your **DS Logon**, **My HealtheVet**, or **ID. me** account. If you don't have any of those accounts, you can create one.   |  | | --- | | **Sign in or create an account** | |

### By phone

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

**If you are only ordering batteries**, select “1” for the Automated Battery Reorder System. Enter your social security number and zip code when prompted. Then, select the authorized batteries you need to order.

**If you are ordering batteries and other accessories (like hearing aid wax guards**), 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 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 the box with your last order.

Download VA Form 2346 (PDF)

Mail the completed form to:

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

## More about ordering hearing aid supplies and repair

### Are my hearing aid batteries and accessories 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

### What hearing aid supplies are provided by the DLC?

**You can get the following resupply items for VA-issued hearing aids:**

* Batteries
* Domes
* Wax guards
* Cleaning supplies
* Desiccant (drying products)

Find out which batteries are available by downloading the DLC Catalog.

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

Your batteries should arrive within 7-10 days.

Each order should have enough batteries and accessories to last about 6 months. You should reorder 30 days before running out of supplies.

### What if my hearing aids aren’t working correctly?

If your hearing aids aren’t working correctly, first contact our Audiology and Speech Pathology Service that issued your hearing aid for assistance. If that doesn’t work, send your VA-issued hearing aids to the DLC for repair.

Find out more about VA hearing aid repair or call the Denver Acquisition & Logistics Center (DLC) at 303-273-6200.

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