

# Form 2346 Product Guide

## Form 2346 Description

The Medical Device Ordering Tool (MDOT) allows Veterans to order eligible hearing aid batteries and accessories through VA.gov. This online form is equivalent to VA Form 2346.

## Form 2346 Walkthrough

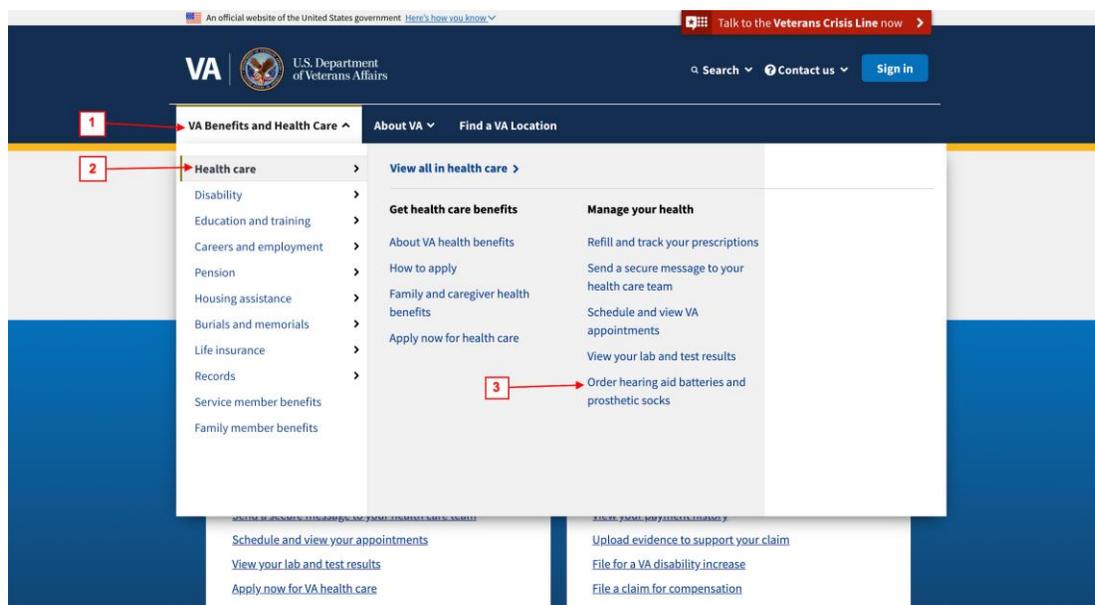
Note: All user data displayed in these screenshots is fake test user data.

### Happy Path

#### Public Website Page

Navigate to [VA.gov](https://www.va.gov) and follow the steps below:

1. Click “VA Benefits and Health Care”
2. Click “Health care” from the dropdown
3. Click the “Order hearing aid batteries and accessories” link under the “Manage your health” column.



Once you click the link, you will arrive at the first page. The page will vary slightly depending on if you are signed in or not. Below are snapshots of the key differences between the experiences.

If you are signed in:

The screenshot shows the VA website interface for a signed-in user. At the top, there is a navigation bar with the VA logo, the text 'U.S. Department of Veterans Affairs', and links for 'Search', 'Contact Us', and 'Hector'. Below this is a secondary navigation bar with 'VA Benefits and Health Care', 'About VA', 'Find a VA Location', 'My VA', and 'My Health'. The main content area has a breadcrumb trail: 'Home > Health care > Order hearing aid batteries and accessories'. On the left is a sidebar menu with 'Health Care' expanded, listing various services like 'Get Benefits', 'Manage Benefits', 'Refill and Track Prescriptions', 'Use Secure Messaging', 'Schedule and View Appointments', 'View Lab and Test Results', 'Order Hearing Aid Batteries and Accessories' (highlighted), 'Order Prosthetic Socks', 'Get Medical Records', 'Update Health Benefits Info', 'Get Travel Pay', 'Make a Payment', 'Check Appeal Status', 'Request a Health ID Card', and 'More Resources'. The main heading is 'Order hearing aid batteries and accessories'. Below it is a sub-heading 'Find out if you're eligible to order free hearing aid batteries and accessories for VA-issued hearing aids, and how to order by phone or mail.' A light blue box contains the section 'Can I order hearing aid supplies?' with a sub-heading 'All of these must be true:' and a bulleted list: 'You're enrolled in VA healthcare, and', 'You're registered as a patient at a VA medical center, and', and 'Your VA audiologist has prescribed hearing aids or other hearing assistive devices'. A link 'Find out how to apply for VA health care' is provided. Below this is another section 'How do I order hearing aid batteries and accessories from the VA?' with a sub-heading 'You can order batteries and accessories in any of these 3 ways:' and a sub-section 'Online' with the text 'If you've ordered hearing aid batteries and accessories from us in the last 2 years, you can reorder them online.' A green button labeled 'Order hearing aid supplies' is at the bottom.

If you are not signed in:

Home > Health care > Order hearing aid batteries and accessories

- Health Care
- Get Benefits +
- Manage Benefits -
- Refill and Track Prescriptions
  - Use Secure Messaging
  - Schedule and View Appointments
  - View Lab and Test Results
  - Order Hearing Aid Batteries and Accessories**
  - Order Prosthetic Socks
  - Get Medical Records
  - Update Health Benefits Info
  - Get Travel Pay
  - Make a Payment
  - Check Appeal Status
  - Request a Health ID Card
- More Resources +

## 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

### 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 from the VA?

You can order batteries and accessories in any of these 3 ways:

### Online

If you've ordered hearing aid batteries and accessories from us in the last 2 years, you can reorder them online.

#### Please sign in to order hearing aid supplies

Try signing in with your **DS Logon**, **My HealthVet**, or **ID.me** account. If you don't have any of those accounts, you can create one.

[Sign in or create an account](#)

You must sign in to order hearing aid supplies online. Once you click the sign in button, you will see a modal prompting you to sign in. You may use any of the sign-in options on this modal to continue to the form.

VA U.S. Department of Veterans Affairs

## Sign in to VA.gov

Secured & powered by ID.me

Sign in with an existing account

- [Sign in with DS Logon](#)
- [Sign in with My HealthVet](#)
- [ID.me Sign in with ID.me](#)

OR

Don't have those accounts?

[ID.me Create an ID.me account](#)

Use your email, Google, or Facebook

One site. A lifetime of benefits and services at your fingertips.

You spoke. We listened. VA.gov is the direct result of what you said you wanted most—one easy-to-use place to:

- Check your disability claim and appeal status
- Find out how much money you have left to pay for school or training
- Refill your prescriptions and communicate with your health care team
- ...and more

**A secure account powered by ID.me**

ID.me is our trusted technology partner in helping to keep your personal information safe. They specialize in digital identity protection and help us make sure you're you—and not someone pretending to be you—before we give you access to your information.

[Learn more about ID.me](#)

## Introduction Page

Once you are signed in, you will be taken to the introduction page. This page gives you an overview of the ordering process.

The screenshot shows the VA website's introduction page for ordering hearing aid batteries and accessories. The page features a dark blue header with the VA logo, navigation links, and a search bar. Below the header, the breadcrumb trail reads "Home > Health care > Order hearing aid batteries and accessories". The main heading is "Order hearing aid batteries and accessories", followed by the text "Equal to VA Form 2345A (Request for Batteries and Accessories)". A note indicates that users can save their progress. A green button labeled "Order hearing aid batteries and accessories" is visible. The page then lists four steps: 1. Prepare (listing required information like shipping address and hearing aid details), 2. Place your order (listing steps like confirming personal information and reviewing the order), 3. Track your order, and 4. Receive your order. A "Need help?" section at the bottom provides contact information for customer service.

Home > Health care > Order hearing aid batteries and accessories

## Order hearing aid batteries and accessories

Equal to VA Form 2345A (Request for Batteries and Accessories).

**Note:** Since you're signed in to your account, we can prefill part of your application based on your account details. You can also save your form in progress and come back later to finish filling it out.

[Order hearing aid batteries and accessories](#)

**Follow the steps below to order hearing aid batteries and accessories.**

- 1 Prepare**

To place an order, you'll need your:

  - Shipping address
  - Email address
  - Hearing aid information

**What if I need help with my order?**

If you need help ordering hearing aid batteries and accessories, you can call the Denver Logistics Center Customer Service Section at 303-273-6200 or email [dalic.cs@va.gov](mailto:dalic.cs@va.gov).
- 2 Place your order**

Complete this hearing aid batteries and accessories order form.

These are the steps you can expect when placing an order:

  - Confirm your personal information
  - Confirm or edit your shipping address and email address
  - Select any hearing aids that need batteries
  - Select any hearing aid accessories you need
  - Review and submit order

After submitting the order form, you'll get a confirmation message. You can print this for your records.
- 3 Track your order**

You'll receive an email with an order tracking number 1 to 2 days after you submit your order.
- 4 Receive your order**

You should receive your order within the time frame shown on your order tracking number.

**What if I have questions about my order?**

If you have questions about your order, you can call the DLC Customer Service Section at 303-273-6200 or email [dalic.cs@va.gov](mailto:dalic.cs@va.gov).

[Order hearing aid batteries and accessories](#)

**Need help?**

For benefit-related questions, or if the form isn't working right, please call VA Benefits and Services at 800-827-1000. If you have hearing loss, call TTY: 711.

Click on either "Order hearing aid batteries and accessories" button to continue.

## Veteran information – Personal Details Page

On this page, you confirm your personal information such as your name and social security number. The page also provides a note on how to update that information if it's incorrect.

# Order hearing aid batteries and accessories

VA Form 2346A

## 1 of 3 Veteran information

This is the personal information we have on file for you.

### GREG A ANDERSON

Last 4 of Social Security number: 1200

Date of birth: April 05, 1933

Gender: Male

**Note:** If you need to update your personal information, please call Veterans Benefits Assistance at [800-827-1000](tel:800-827-1000), Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.

[« Back](#)

[Continue »](#)

[Finish this order later.](#)

## Veteran information- Address Page

This page displays your addresses that are on file and asks which address you would like your supplies to be shipped to. The permanent address is selected by default. If you would like an email confirmation, you can enter and confirm your email address in the fields below.

# Order hearing aid batteries and accessories

VA Form 2346A

## 1 of 3 Veteran information

### Shipping address

We'll ship your order to the address below. Orders typically arrive within 7 to 10 business days.

Select the address where you'd like to send your order: (\*Required)

#### Permanent address

101 Example Street  
Apt 2  
Kansas City, MO 64117  
United States

[Edit permanent address](#)

Send my order to this address

#### Temporary address

201 Example Street  
Galveston, TX 77550  
United States

[Edit temporary address](#)

Send my order to this address

### Email address

We will send an order confirmation email with a tracking number to this email address.

Email address

Re-enter email address

[« Back](#)

[Continue »](#)

[Finish this order later.](#)

This page allows you to indicate which hearing aid devices that you may need batteries for and which accessories you would like to order for your hearing aids. There is also content that explains what to do if you don't see the hearing aid device or accessories that you need.

Home > Health care > Order hearing aid batteries and accessories

## Order hearing aid batteries and accessories

VA Form 2346A

2 of 3 Select your supplies

### Add supplies to your order

We'll send you a 6-month supply of each item added to your order. You can only order each item once every 5 months.

If you need unavailable items sooner, please call the DLC Customer Service Section at 303-273-6200 or email [dalc.css@va.gov](mailto:dalc.css@va.gov).

### Select the hearing aids that need batteries

#### OMEGAX d3241

Prescribed December 20, 2019

Battery: ZA1239

Quantity: 60

Last order date: 12/25/2019

Order batteries for this device

[What if I don't see my device?](#)

### Select the hearing aid accessories you need

#### DOME

Quantity: 10

Last order date: 06/30/2019

Order this accessory

#### DOME

Quantity: 10

Last order date: 06/30/2019

Order this accessory

#### WaxBuster Single Unit

Quantity: 10

Last order date: 06/30/2019

Order this accessory

[What if I don't see the accessories I need?](#)

[« Back](#)

[Continue »](#)

[Finish this application later.](#)

## Review Page

This page has two expandable sections that display all of the information you have entered into the form. You may edit your information or selected supplies on this page before submitting your order.

[Home](#) > [Health care](#) > [Order hearing aid batteries and accessories](#)

### Order hearing aid batteries and accessories

VA Form 2346A

4 of 3 Review Application

#### Veteran information

**Shipping address** [Edit](#)

**Shipping address**  
We'll ship your order to the address below. Orders typically arrive within 7 to 10 business days.

Select the address where you'd like to send your order: **(\*Required)**

Country	United States
Street address	101 Example Street
Line 2	Apt 2
City	Kansas City
State	Missouri
Postal Code	64117

**Email address**  
We will send an order confirmation email with a tracking number to this email address.  
Email address

#### Select your supplies

**Add batteries to your order** [Edit](#)

You have requested to receive batteries for the following hearing aids:  
(1 out of 1 selected)

<b>OMEGAX d3241</b> ZA1239 batteries (Quantity: 60)
--

**Add accessories to your order** [Edit](#)

You have requested to receive the following accessories:  
(2 out of 3 selected)

<b>DOMS</b> Quantity: 10
<b>WaxBuster Single Unit</b> Quantity: 10

[← Back](#)

[Submit application](#)

[Finish this order later.](#)

## Confirmation Page

This page is shown when the order submission is successful. It displays key information such as the address the supplies will be shipped to, the date of the order that was placed, and a confirmation number. It also provides insight on how long until the order arrives and if you have questions about your order.

[Home](#) > [Health care](#) > [Order hearing aid batteries and accessories](#)

## Order hearing aid batteries and accessories

VA Form 2346A

Please print this page for your records.

### ✓ Your order has been submitted

We'll send you an email confirming your order to [vet@vet.com](mailto:veteran@va.gov).

#### Request for Batteries and Accessories (Form 2346A)

for Greg Anderson

##### Items ordered

- ZA1239 (Quantity: 60)

##### Shipping address

101 Example Street Apt 2  
Kansas City, MO 64117

##### Date submitted

June 30, 2020

[Print this page](#)

#### How long will it take to receive my order?

You'll receive an email with your order tracking number within 1 to 2 days of your order. Orders typically arrive within 7 to 10 business days.

#### What if I have questions about my order?

If you have any questions about your order, please call the DLC Customer Service Section at [303-273-5200](tel:303-273-5200) or email [dalc.css@va.gov](mailto:dalc.css@va.gov).

## Common Edge Cases

### Veteran information- Address Page

If you do not have a temporary address on file, the button for the permanent address card will not display a radio button. The temporary address card will inform you that you can add a temporary address.

# Order hearing aid batteries and accessories

VA Form 2346A

1 of 3 **Veteran information**

### Shipping address

We'll ship your order to the address below. Orders typically arrive within 7 to 10 business days.

Select the address where you'd like to send your order: (\*Required)

**Permanent address**

1800 Testing Street  
Apt 10  
Bloomington, IA 66363  
United States

[Edit permanent address](#)

[Send my order to this address](#)

**Temporary address**

Please provide a temporary address if you want us to ship your order to another location, like a relative's house or a vacation home.

[Add a temporary address](#)

### Email address

We will send an order confirmation email with a tracking number to this email address.

Email address

Re-enter email address

[« Back](#)

[Continue »](#)

[Finish this order later.](#)

## Supplies Order Page

In place of selection buttons, some items on the page may have a message explaining that it can't be ordered until the next available date.

## Batteries

If you have not ordered batteries in the last 2 years, no batteries will be displayed and the following alert will show:

The screenshot shows the VA website's checkout process for ordering hearing aid batteries. At the top, there is a navigation bar with the VA logo, search, contact, and user options. Below the navigation bar, the breadcrumb trail reads "Home > Health care > Order hearing aid batteries and accessories". The main heading is "Order hearing aid batteries and accessories" with the form number "Form 2346A".

The current step is "2 of 3 Select your supplies". Under the heading "Add supplies to your order", there is a note: "You'll be sent a 6-month supply of each item added to your order. You can only order each item once every 5 months." Below this, it says: "If you need unavailable items sooner or don't see the item you need, please call the DLC Customer Service Section at 303-273-6200 or email [dalc.css@va.gov](mailto:dalc.css@va.gov)".

The section "Select the hearing aids that need batteries" contains an alert box with the following text: "You can't add batteries to your order at this time. You can't order batteries for your devices because: • They don't require batteries, or • You haven't placed an order for hearing aid batteries within the past 2 years. If you need to place an order for hearing aid batteries, call the DLC Customer Service Section at 303-273-6200 or email [dlc.css@va.gov](mailto:dlc.css@va.gov)".

Below the alert, there is a link "What if I don't see my hearing aid?".

The section "Select the hearing aid accessories you need" lists three items:

- Waxbuster single unit**: Quantity: 10, Last order date: 06/30/2019. The "Order this accessory" button is checked.
- Plastic Vent Tool**: Quantity: 10, Last order date: 03/30/2019. The "Order this accessory" button is unchecked.
- Click Sleeves I. Vented**: Quantity: 6, Last order date: 01/30/2020. An alert box below this item states: "You can't reorder this item online until June 1, 2020".

At the bottom, there is a link "What if I don't see the accessories I need?", "Back" and "Continue" buttons, and a link "Finish this order later".

Accessories

If you haven't ordered accessories within the past 2 years, no accessories will be displayed and the following alert will show:

The screenshot shows the VA website interface. At the top, there is a navigation bar with the VA logo, "U.S. Department of Veterans Affairs", and links for "Search", "Contact Us", and "Hector". Below the navigation bar, there are links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health".

The main content area has a breadcrumb trail: "Home > Health care > Order hearing aid batteries and accessories". The title is "Order hearing aid batteries and accessories" with the form number "Form 2346A".

The page is at step 2 of 3: "2 of 3 Select your supplies".

**Add supplies to your order**  
You'll be sent a 6-month supply of each item added to your order. You can only order each item once every 5 months.  
If you need unavailable items sooner or don't see the item you need, please call the DLC Customer Service Section at 303-273-6200 or email [dalc.css@va.gov](mailto:dalc.css@va.gov).

**Select the hearing aids that need batteries**

- Oticon Genie 3**  
Prescribed 1/10/2018  
Battery: ZA1234  
Quantity: 80  
Last order date: 05/05/2019  
 Order batteries for this device
- Oticon Genie 2**  
Prescribed 1/10/2015  
Battery: ZA1234  
Quantity: 80  
Last order date: 01/01/2020  
**⚠ You can't reorder batteries for this device until June 1, 2020**
- Oticon Genie 1**  
Prescribed 1/10/2015  
Battery: ZA1234  
Quantity: 80  
Last order date: 05/05/2017  
 Order batteries for this device

[What if I don't see my hearing aid?](#)

**Select the hearing aid accessories you need**

**ⓘ You can't add accessories to your order at this time**  
You can only order accessories online that you've received in the past two years.  
If you need accessories like domes, wax guards, cleaning supplies, or desiccant, call the DLC Customer Service Section at 303-273-6200 or email [dalc.css@va.gov](mailto:dalc.css@va.gov).

[Finish this order later.](#)