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 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:

![Screenshot of signed in experience]

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 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.
- You’re registered as a patient at a VA medical center.
- 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.

If you are not signed in:
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.
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.

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

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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 800-227-1100, Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.

Finish this order later.
Order hearing aid batteries and accessories
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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

Finish this order later, « Back Continue »
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.

Order hearing aid batteries and accessories
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3 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 order only one item once per warranty warranty.
If you need unavaibale items sooner, please call the D&C Customer Service Section at 902-273-6201 or email dcyustomer-service@va.gov.

Select the hearing aids that need batteries

OMEGAX Z2041
Purchased December 20, 2019

- Battery: TCI312
- Quantity: 12
- Last order date: 12/20/2019

[ ] Order batteries for this device

Select the hearing aid accessories you need

DONE
Quantity: 12
Last order date: 06/29/2019

[ ] Order this accessory

DONE
Quantity: 12
Last order date: 06/29/2019

[ ] Order this accessory

WestBuster Single Unit
Quantity: 12
Last order date: 06/29/2019

[ ] Order this accessory

What if I don’t see the accessory I need? —

[ ] Back [ ] Continue

Finish this application now.
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.

Order hearing aid batteries and accessories
UK's No. 1 Aids

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.
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.
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:

Order hearing aid batteries and accessories

Add supplies to your order

You can order batteries for your choice(s). If you need to place an order for hearing aid batteries, call the VHA Customer Service Center at 1-877-423-8984. If you do not have a VA facility order code, please contact your VA provider or facility.

Select the hearing aid side that needs batteries

Select the hearing aid accessories you need

- Waxbuster single unit
  - Quantity: 1
  - Last order date: 06/18/2020

- Plastic Vent Tool
  - Quantity: 1
  - Last order date: 06/18/2020

- Click Sleeve I, Vent
  - Quantity: 1
  - Last order date: 06/18/2020

Note: You cannot order this item online until June 1, 2023.

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

Order hearing aid batteries and accessories

1 of 3  Select your supplies

Add supplies to your order

You’ll be sent a email each time our system is updated. If your order has been shipped, you’ll see it on your order status. If you want to check the status of your order, please visit the VA Supply Line website.

Select the hearing aid batteries you need

Otosonate Grade 2


Otosonate Grade 2


Otosonate Grade 1


What if I don’t see any hearing aid?

You can’t add accessories to your order at this time.

You can only order accessories that have been received in the past two years. If you want accessories now, we’ll send them to your address. If you don’t want to receive any more orders, please contact us in writing at 1-800-204-0247 or e-mail us at VA-applications@VA.gov.

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