

Assistive
Devices

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The VA Denver Distribution Center (DDC)

provides

Products and Services

to

Veterans Health Administration Clinics and other Government agencies Nationally

and

Disabled Veterans Worldwide.

*The VA Denver Distribution
Center (DDC):*



155 Van Gordon Street
Lakewood, CO 80228-1709
Phone: 303-914-5145
Fax: 303-914-5420

Updated: July 15, 2004

INTRODUCTION

General Information

The VA Denver Distribution Center (DDC) provides products and services directly to Veterans Health Administration Clinics and other Government agencies nationally, and disabled veterans worldwide. Products available include:

- Custom and stock hearing aids
- Hearing aid accessories
- Batteries
- Assistive devices and accessories
- Prosthetic socks
- Prosthetic components
- Aids for the visually impaired
- Orthotic softgoods

If additional information is required on a specific item, please contact the Veteran Services Division at 303-914-5145.

How to Order

The Remote Order Entry System (ROES) simplifies the ordering process. Facilities are able to place orders electronically which increases the accuracy in the ordering process and allows the tracking of the order status on-line. Specific ordering information is described below.

A. VA Prosthetic and Sensory Aids Services VA Audiology and Speech Pathology Services

Orders should be placed through ROES. Please refer to the “ROES Training Manual and Reference Guide” for specific instructions on placing an order. Items can be shipped to the requesting service or specific veteran.

Individual veteran records should be established through ROES by the appropriate VA service. Once established in DDC records as having continuing eligibility status, veterans then may order the following items directly from the DDC:

Batteries: Complete and mail VA Form 2346, “Request for Hearing Aid Batteries and Accessories.” A replacement order card (VA Form 2346) is enclosed with the supply of batteries for use when more are needed.

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Hearing Aid Accessories: Complete and mail VA Form 1107, "Request for Hearing Aid Repairs, Cords or Tubing" or VA Form 2346, "Veteran's Request for Hearing Aid Batteries and Accessories" by filling in the "Accessories" block. VA Form 1107 is enclosed in the box set-up that is sent with the initial supply of batteries. A replacement card (VA Form 1107) is also enclosed whenever repaired hearing aid(s) are returned to the veteran. A replacement order card (VA Form 2346) is enclosed with each shipment of batteries for use when more are needed.

Prosthetic Socks: Complete and mail VA Form 2345, "Veteran's Request for Stump Socks." A replacement card (VA Form 2345) is enclosed with the supply of prosthetic socks for use when more are needed.

VA Forms 1107, 2346, and 2345 should be available for stock at local VA facilities upon request from VA Forms and Publications. These forms can also be obtained from DDC.

B. Other VA activities

Orders should be placed through ROES. For specific instructions on placing an order, please refer to the "Remote Order Entry System Manual for Veterans Affairs Customers."

C. Other Government Agencies (OGA), including Department of Defense (DoD) activities

Government purchase card orders for all available products, including custom hearing aids, can be placed over the Internet. For further information regarding secure Internet access and specific instructions on placing an order, please contact the Veteran Services Division at 303-914-5145.

Returns

For assistive devices, batteries, hearing aid accessories, prosthetic socks, prosthetic components, aids for the visually impaired and orthotic softgoods:

These items may be returned for credit, if the following criteria are met:

- Are unused and suitable for reissue to any source.
- Are in original packaging and undamaged.
- Have been received at facility no more than 90 days prior to proposed return.

In the event that an item is received damaged or defective, please contact the Veteran Services Division. If requested, a one-for-one exchange will be provided, or a credit issued for damaged or defective items. Exchange or credit will be provided on items returned within 90 days from date of purchase from DDC.

Please note that the DDC has an exchange/repair program in place for Perkins Manual

INTRODUCTION

Braille Writers. Braille Writers returned to DDC for repair will be immediately replaced when requested. Braille Writers may also be sent in for repair, requesting that the same braille writer be returned to the veteran following the accomplishment of repairs. Perkins Braille Writers will be accepted by DDC in any condition.

Additionally, please note the DDC does not offer repair service for the assistive devices that it currently distributes. Defective units can be returned within 90 days from date of purchase from DDC for either replacement or credit. Beyond the 90 day timeframe, defective units should be returned to the appropriate manufacturer for warranty repair as described below.

The Cooper-Rand, distributed by Luminaud, Inc., has a two-year warranty for defective parts and workmanship (this is not a service contract and does not cover damage from accident, misuse or abuse). For all repairs, send the Cooper-Rand, complete with cords and tone generator to:

Luminaud, Inc.
8688 Tyler Blvd
Mentor, OH 44060-4348

The Servox, distributed by Lauder Enterprises, has a one-year warranty. For all repairs, send the Servox unit, complete with charger and battery to:

Lauder Enterprises
4754 Shavano Oak Ste 104
San Antonio, TX 78249-4027

Phone Numbers

POINTS OF CONTACT

Veteran Services Support Division

Requests for items managed: veteran record information

Phone: (303) 914-5145

Fax: (303) 914-5420

Mailmanager Address:

g.csd@ddc.va.gov

MS Exchange Address:

ddc.csd@mail.va.gov

DDC Web Page:

<http://www.va.gov/oa&mm/ddc>

Electronics Laboratory

Hearing aid repair actions; loaner hearing aids

Phone: (303) 914-5130

Fax: (303) 914-5149

Mailmanager Address:

g.lab@ddc.va.gov

MS Exchange Address:

ddc.lab@mail.va.gov

Acquisition and Materiel Management Division

Purchase and contract actions; inventory management

Phone: (303) 914-5180

Fax: (303) 914-5420

Mailmanager Address:

g.amm@ddc.va.gov

MS Exchange Address:

ddc.amm@mail.va.gov

Mailing Address:

VA Denver Distribution Center
PO Box 25166
Denver CO 80225-0166

Shipping Address:

VA Denver Distribution Center
155 Van Gordon Street
Lakewood CO 80228-1709

Abbreviations

COMMON TERMS

EA	Each
FT	Foot
HCPCS	Healthcare Financing Administration Common Procedure Coding System
LG	Large
LT	Left
MED	Medium
PKG	Package
PR	Pair
REG	Regular
RM	Ream
RT	Right
STD	Standard

XLF	Extra Life
XLG	Extra Large
XXLG	Extra Extra Large

ORTHOTIC SOFTGOODS

FLEX	Flexible
L	Large
M	Medium
ML	Medium Large
S	Small
XL/LNG	Extra Large Long
XS	Extra Small

AIDS FOR THE VISUALLY IMPAIRED

BATTERIES

HP	High Power
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HEARING AID ACCESSORIES

AY	Assembly
BIN	Binaural
COMP	Complete
THK	Thick
XTHK	Extra Thick

ADJ	Adjustable
C/H	C-Handle
CRK	Crook
CRKD	Crooked
M/H	M-Handle
STRT	Straight

PROSTHETIC SOCKS

ACT	Active
CM	Coolmax [®]
HD	Hip Disarticulation
HVY	Heavy
JZ	Juzo
LGHT	Light
NF	No Fly
WF	With Fly

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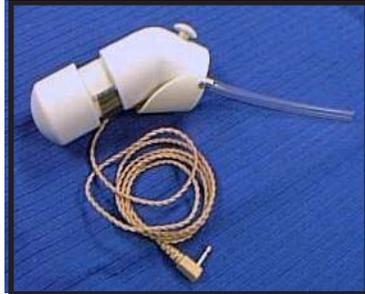
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Assistive Devices

Cooper Rand Electrolarynx and Accessories

HCPCS - See Individual Item



⇐Extended Grip



Standard Grip⇒

Manufacturer: Cooper Rand

Electrolarynx

DESCRIPTION	ITEM NAME	QTY PER PKG	PRICE PER PKG	HCPCS
Includes: Electrolarynx unit tone generator Two 40 inch connecting cords Four 9 volt batteries (ALK1604) 8 soft tubes 2 capped semi-rigid tubes	ELECTROLARYNX-COOPER RAND-STD	1	\$358.79	L8500
Includes: Electrolarynx unit extended grip tone generator Two 40 inch connecting cords Four 9 volt batteries (ALK1604) 1 package of mixed tubes (8 soft, 2 capped, semi-rigid tubes	ELECTROLARYNX-COOPER RAND-EXT	1	\$392.92	L8500

Assistive Devices

Cooper Rand Electrolarynx and Accessories

HCPCS - See Individual Item

Accessories

DESCRIPTION	ITEM NAME	QTY PER PKG	PRICE PER PKG	HCPCS
Standard 24 inch connector cord	CORD-STD-24-C/R	1	\$9.14	VA117
Standard 40 inch cord connector cord	CORD-STD-40-C/R	1	\$9.14	VA117
Holder and 12 Filter Pellets	FILTER-KIT-C/R	1	\$8.91	VA117
Refill of 12 Pellets	FILTER-PELLETS-C/R	1	\$2.28	VA117
Replacement tone generator	GENERATOR-TONE-C/R	1	\$76.60	VA117
Replacement tone generator	GENERATOR-TONE-EXT-C/R	1	\$112.88	VA116
4 inch length	TUBE-CAPPED-SEMI-RIGID-C/R	10	\$3.20	VA117
4 inch length, 8 soft plastic and 2 capped semi rigid	TUBE-MIXED-C/R	1	\$2.97	VA117
4 inch length	TUBE-SOFT-PLASTIC-C/R	10	\$2.75	VA117
Amplifier kit	VOICETTE-HOOK-UP KIT-C/R	1	\$191.35	VA117

Assistive Devices

Cooper Rand Electrolarynx and Accessories, continued

HCPCS - See Individual Item



Battery Charger

DESCRIPTION	ITEM NAME	QTY PER PKG	PRICE PER PKG	HCPCS
For use with NICAD1604 battery	CHARGER-DUAL-9V	1	\$11.51	VA116

Batteries

(Order through battery program)

DESCRIPTION	ITEM NAME	QTY PER PKG	PRICE PER PKG	HCPCS
Rechargeable 7.2 volt	NICAD1604	1	\$5.29	VA119
Alkaline 9 volt 1604	ALK1604	6	\$0.74	VA119
Carbon Zinc 15 volt	CZ411	1	\$3.26	VA119

Assistive Devices

Servox Electrolarynx (Digital) and Accessories

HCPCS - See Individual Item



⇐Basic

Complete⇒



Electrolarynx (Digital)

Manufacturer: Siemens

DESCRIPTION	ITEM NAME	QTY PER PKG	PRICE PER PKG	HCPCS
Includes: two batteries, pouch, CD Rom and dual battery charger with power cord	ELECTROLARYNX-SERVOX-COMP-DGL	1	\$445.05	L8500

Accessories

DESCRIPTION	ITEM NAME	QTY PER PKG	PRICE PER PKG	HCPCS
Top screw cap (complete with rings, membrane and disks)	CAP-SCREW-DIGITAL	1	\$47.30	VA117
Adapter and 2 oral connector tubes	CONNECTOR-ORAL	1 Adapter, 2 Tubes	\$10.75	VA117
Power Cord (not included with charger)	CORD/POWER	1	\$5.38	VA117
Software, programming cable and sleeve	KIT-PROGRAMMING-DIGITAL	1	\$107.50	L9900
Bottom cover	COVER-BATTERY	1	\$19.35	VA117
Foam filter for larynx	FILTER-FOAM	10	\$3.87	VA117
"O" ring	RING-O	1	\$1.08	VA117
Oral connector tube (white)	TUBE-ORAL-DENTAL-CON	1	\$0.07	VA117
Oral connector tube (clear)	TUBE-ORAL-DENTAL-CLR-CON	1	\$0.20	VA117

Assistive Devices

Servox Electrolarynx and Accessories, continued

HCPCS - See Individual Item



Battery Charger

DESCRIPTION	ITEM NAME	QTY PER PKG	PRICE PER PKG	HCPCS
Use with NIMHSERVOX battery	CHARGER-DUAL-SERVOX	1	\$129.00	VA116

Batteries

(Order through battery program)

DESCRIPTION	ITEM NAME	QTY PER PKG	PRICE PER PKG	HCPCS
Rechargeable 7.2 volt	NIMHSERVOX	1	\$6.39	L8505

Assistive Devices

Trutone Electrolarynx and Accessories



ELECTROLARYNX

DESCRIPTION	ITEM NAME	QTY PER PKG	PRICE PER PKG	HCPCS
Includes: Smart charger, two batteries (rechargeable 9 volt), oral connector and one pack of oral straws	ELECTROLARYNX-TRUTONE-COMPLETE	1	\$430.00	L8500
Includes: two batteries (rechargeable 9 volt), oral connector and one pack of oral straws	ELECTROLARYNX-TRUTONE-BASIC	1	\$387.00	L8500

ACCESSORIES

DESCRIPTION	ITEM NAME	QTY PER PKG	PRICE PER PKG	HCPCS
A rubber cap with 3 soft and semi-rigid tubes	ADAPTER-ORAL	1 Cap, 3 Tubes	\$9.25	VA117