



## THE ASSISTANT SECRETARY OF DEFENSE

1200 DEFENSE PENTAGON  
WASHINGTON, DC 20301-1200

HEALTH AFFAIRS

AUG 15 2013

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (MANPOWER AND  
RESERVE AFFAIRS)  
ASSISTANT SECRETARY OF THE NAVY (MANPOWER AND  
RESERVE AFFAIRS)  
ASSISTANT SECRETARY OF THE AIR FORCE (MANPOWER  
AND RESERVE AFFAIRS)  
COMMANDER, JOINT TASK FORCE NATIONAL CAPITAL  
REGION-MEDICAL

SUBJECT: Guidance on the Establishment of Department of Defense Standardization for  
Ordering and Procurement of Hearing Devices/Prostheses

The Defense Hearing Center of Excellence (HCE), which is focused on improving prevention, diagnosis, mitigation, treatment, and rehabilitation of hearing loss and auditory system injury, has identified a significant improvement in the ordering and procurement of hearing devices. Current ordering practices are inefficient and result in increased restrictions and workload for the provider, increased wait time for the patient, inability to accurately track patients with hearing loss, and difficulties in tracking and reporting hearing-aid-related expenses. This memorandum provides guidance that will standardize the ordering and procurement processes for hearing devices/prostheses, assistive auditory devices, cochlear implants, batteries, and accessories across the Department of Defense (DoD) through the use of the Remote Order Entry System (ROES) of the Department of Veterans Affairs (VA).

The system allows the DoD to obtain these devices at significantly reduced costs while improving the capability to efficiently track expenditures to the Military Treatment Facility (MTF) where the order is placed. Each military medical treatment facility will process a Military Interdepartmental Purchase Request (MIPR) through the Denver Acquisition Logistics Center using ROES. In addition, providing DoD members with the same hearing devices provided by the VA will greatly benefit our Service members during transition from Active Duty to the veteran ranks.

The ROES is a cost effective and efficient system. In addition, the use of ROES provides a centralized repository of hearing health care information, allowing a smooth transition into the VA. Use of ROES will improve that transition and improve tracking of military members with Service-connected hearing loss. The following implementation guidance is for all DoD MTFs:

- DoD MTFs will use ROES to order all hearing devices/prostheses, cochlear, and other implant systems, accessories, etc.
- Any processes currently used outside of ROES will cease.

- Each MTF will implement and report compliance with ROES use to their respective Surgeon General consultants on a quarterly basis. The HCE will provide a standard report format.
- The HCE will facilitate and provide guidance through the Services for ROES implementation at the local MTFs.
- Each Service/MTF will have 90 days from the date of this memorandum to implement the use of ROES for ordering hearing devices/prostheses.
- The HCE will host an implementation meeting after the Services receive this memorandum, to include instructions on MIPR preparations.
- DoD audiologists and associated procurement staff can use their DoD Common Access Card to access ROES. For information, contact the ROES Program Office at [dalc.irm@va.gov](mailto:dalc.irm@va.gov).

My point of contact for this action is Colonel Randy Story. Colonel Story may be reached at (703) 681-8463, or [Randy.Story@ha.osd.mil](mailto:Randy.Story@ha.osd.mil).

  
Jonathan Woodson, M.D.

cc:  
Surgeon General of the Army  
Surgeon General of the Navy  
Surgeon General of the Air Force