



# VA PACT ACT

## PERFORMANCE DASHBOARD

JANUARY 19, 2024

ISSUE TWENTY-FIVE  
Published Bi-weekly on Fridays



In this VA PACT Act Performance Dashboard, we are demonstrating our commitment to transparency by sharing with all stakeholders — internal to VA and externally—key performance metrics and data we are using to assess our success in implementing the PACT Act.

If you, a Veteran, family member, or survivor would like more information about the PACT Act and your VA benefits, please start here:



**VA.GOV**  
[ask.VA.gov](https://ask.VA.gov)



**CALL**  
1-800-MyVA411  
24/7/365



**WALK-IN**  
[VA.gov/find-locations/](https://VA.gov/find-locations/)



**VETERANS SERVICE ORGANIZATION**  
[VA.gov/disability/get-help-filing-claim](https://VA.gov/disability/get-help-filing-claim)



**NEW HEALTH CARE & BENEFITS MAP**  
[Download Map Here](#)



Help spread the word—download [PACT Act Outreach Materials!](#)



### Highlight

A top priority for VA in 2024 is continuing to build trust with the Veterans we serve. Right now, 89.9% of Veterans trust VA health care. Improving access to VA's resources starts with listening to the voice of the Veteran community, then using feedback to design VA customer experiences that are easy, effective, and delivered with empathy.

Please visit [Serving America's Veterans](#) for more information.



### Making a Difference Through the PACT Act

Larry Reid served in the U.S. Air Force from 1968 to 1972 during the Vietnam War. On February 13, 2023, Mr. Reid received a PACT Act Vietnam Service Outreach letter in the mail informing him of benefits he may now be entitled to. Mr. Reid filed a new claim on July 25, 2023, claiming conditions related to the new PACT ACT legislation. A rating decision dated November 13, 2023 granted service connection for several medical conditions that were determined to be related to toxic exposures he endured during his military service. Mr. Reid's combined evaluation increased to 70 percent effective August 10, 2022, resulting in a retroactive benefit of \$18,370.00. Mr. Reid is excited to know that the PACT ACT legislation has opened doors to service connection grants for more Veterans and survivors. He hopes that other Veterans take advantage of what this new legislation has to offer.

## VA IS EXPANDING CARE AND BENEFITS FOR VETERANS AND SURVIVORS



The PACT Act is perhaps the largest health care and benefits expansion in VA history. In this section, we are measuring the overall impact of the PACT Act in terms of its expansion of health care and benefits.

### Expanding Benefits



**697,130**

Total PACT Act Claims Approved  
(08/10/2022–01/13/2024)



**75.5%**

Approval Rate for PACT Act Related Claims  
(01/13/2024)



**922,911**

Cumulative Total PACT Related Claims Completed  
(08/10/2022–01/13/2024)



**158.8**

Average Days for PACT Act Related Claim Completion  
(01/13/2024)



**42.2%**

PACT Act Related Claims Completed <= 125 days  
(01/13/2024)

### Expanding Care



**228,805**

New Enrollees in the PACT Act Planning Population  
(08/10/2022–01/14/2024)



Total New VHA Enrollees: (through 01/14/2024)

01/15/2022–01/14/2023

**302,386**

01/15/2023–01/14/2024

**368,972 +66,586**

100,000 200,000 300,000 400,000 500,000



**91.5%**

VA Health Care 90-Day Trust Score  
(09/04/2023–01/15/2024)

**UPCOMING OUTREACH CALENDAR**

**January 27, 2024**

Guam PACT Act Registration and Community Call

Hagatna, Guam

[VIEW EVENT](#)

**January 27, 2024**

Veteran Town Hall

Decatur, GA

[VIEW EVENT](#)

**February 07, 2024**

Veterans Resource Fair and Town Hall

Evanville, IN

[VIEW EVENT](#)

**February 08, 2024**

VA Clinic Outreach Event

Raton, NM

[VIEW EVENT](#)



For more information on PACT Act events and other events, please visit <https://www.va.gov/outreach-and-events/events/>.



VA is committed to providing world class and timely health care, benefits and services to Veterans and Survivors. In this section, we measure VA's success in delivering outstanding and timely support and in earning the Veteran's and Survivor's trust.

## Care Experience

**5,122,449**  
Total Toxic Exposure Screenings  
(09/06/2022–01/14/2024)

**2,223,443 (43.41%)**  
Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

**444,294 (8.67%)**  
Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

**1,779,149 (34.73%)**  
Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

**228,805**  
New Enrollees in the PACT Act Planning Population  
(08/10/2022–01/14/2024)

**62%**  
New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

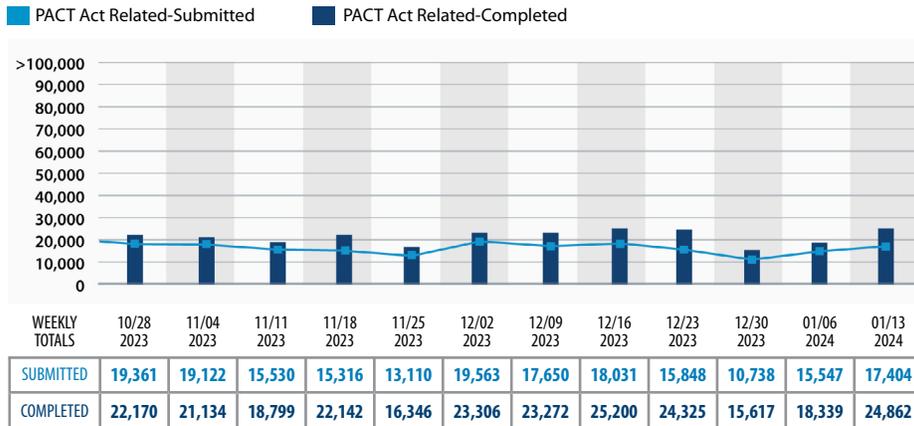
**105,787**  
Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022

**3,971,915**  
Current Enrollees in the PACT Act Planning Population (as of 01/14/2024)

## Benefits Experience

The charts below show the past 12 weeks (a rolling 12-week view).

### Claims Submitted and Completed—PACT Act-Related

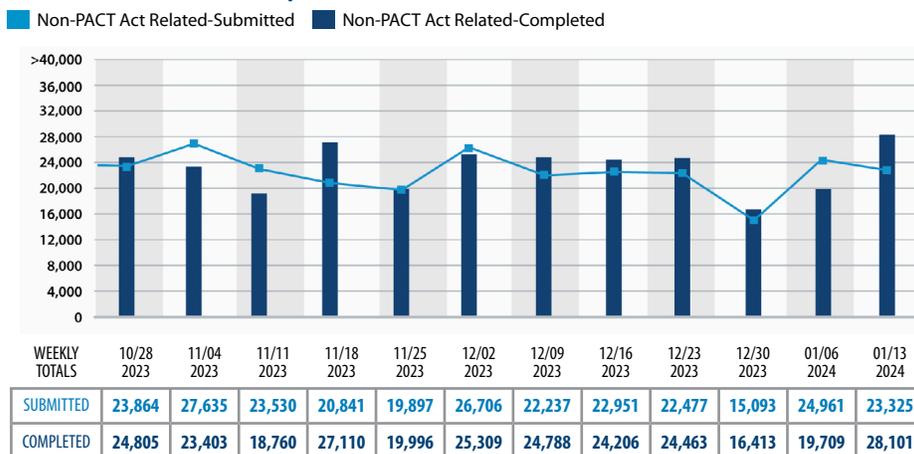


**158.8**  
Average Days For PACT Act Related Claim Completion  
(01/13/2024)

**42.2%**  
PACT Act Related Rating Claims Completed <=125 Days  
(01/13/2024)



### Claims Submitted and Completed—Non-PACT Act Related



**637,314**  
Total Veterans/Survivors with Approved PACT Act Related Claims  
(08/10/2022–01/13/2024)

**805,399**  
Total Veterans/Survivors with Completed PACT Act Related Claims  
(08/10/2022–01/13/2024)

**1,336,334**  
Cumulative Total PACT Related Claims Submitted  
(08/10/2022–01/13/2024)

**922,911**  
Cumulative Total PACT Related Claims Completed  
(08/10/2022–01/13/2024)

**629,356**  
Total Veterans with Approved PACT Act Related Claims  
**7,976**  
Total Survivors with Approved PACT Act Related Claims

**790,566**  
Total Veterans with Completed PACT Act Related Claims  
**14,873**  
Total Survivors with Completed PACT Act Related Claims

**1,313,752**  
Total Veteran PACT Related Claims Submitted  
**22,582**  
Total Survivor PACT Related Claims Submitted

**907,567**  
Total Veteran PACT Related Claims Completed  
**15,344**  
Total Survivor PACT Related Claims Completed

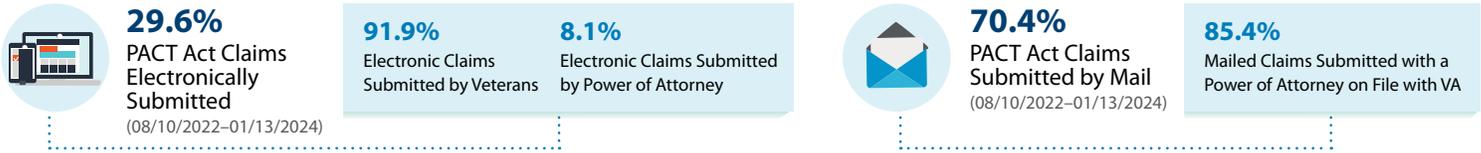
**2,001,043**  
Cumulative Total Non-PACT Related Claims Submitted  
(08/10/2022–01/13/2024)

**126.5**  
Average Days For Non-PACT Related Claim Completion  
(01/13/2024)

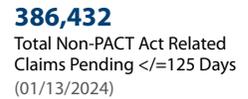
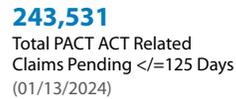
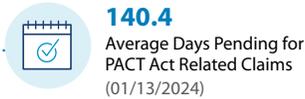
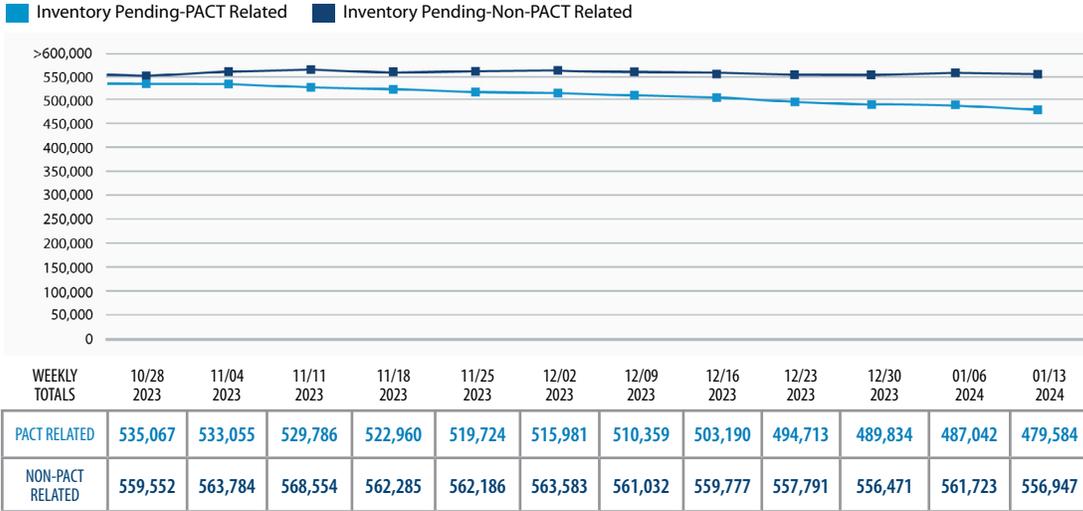
**64.3%**  
Non-PACT Act Related Rating Claims Completed <=125 Days  
(01/13/2024)

**1,980,207**  
Cumulative Total Non-PACT Related Claims Completed  
(08/10/2022–01/13/2024)

## PACT Act Claims Submission Methods



## Pending Claims—PACT Related and Non-PACT Related



## Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 01/13/2024)

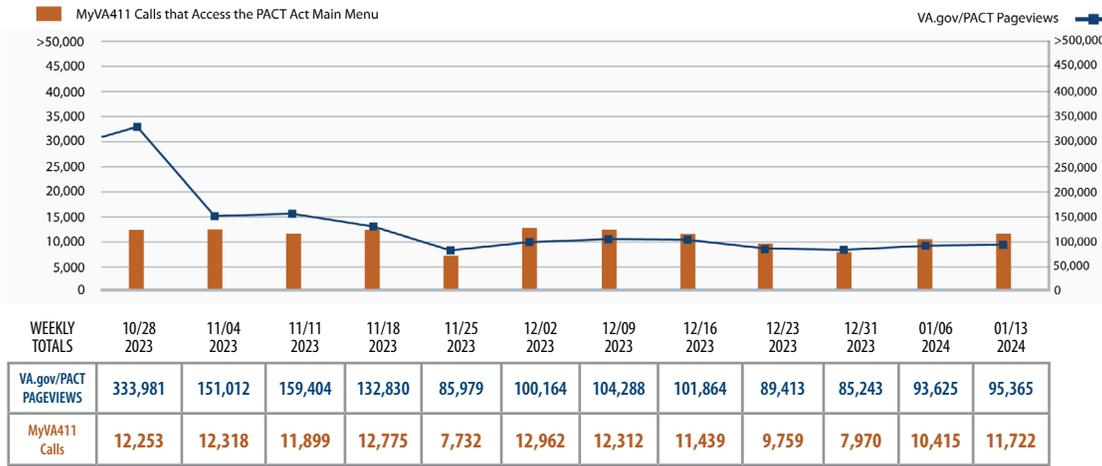
Condition	Number of Claims	Number of Issues	Percent Granted	Percent Denied
Hypertensive Vascular Disease	249,773	253,431	74%	26%
Allergic Rhinitis	163,685	166,129	80%	20%
Maxillary Sinusitis	79,736	80,352	53%	47%
Bronchial Asthma	74,654	75,979	48%	52%
Chronic Bronchitis	41,826	42,906	23%	77%

## Most Frequent Denial Reasons (as of 01/13/2024)

- 1 No Diagnosis
- 2 Not Incurred or Not Caused by Service
- 3 Not Established by Presumption

## Web and Phone Experience

### VA.gov/PACT Pageviews & 1-800-MyVA411 Calls that Access the PACT Act Main Menu (Press 8)



The PACT Act webpage has received to date:

- 22,109,003**  
Total Page Views  
(08/10/2022–01/14/2024)
- 913,324**  
Total Clicks on Call to Action to File a Disability Claim Online  
(08/10/2022–01/14/2024)
- 190,496**  
Total Clicks on Call to Action to Enroll in Health Care  
(08/10/2022–01/14/2024)

## VA Call Centers



**1,090,454**  
Total MyVA411 that Access the PACT Act Main Menu (Press 8)  
(10/20/2022–01/14/2024)

MAIN MENU



**254,827**  
Calls that Access Option 1 to Learn More about PACT Act and Health Care  
(10/20/2022–01/14/2024)

OPTION 1



**208,803**  
Calls that Access Option 2 to Learn More about PACT ACT Benefits  
(10/20/2022–01/14/2024)

OPTION 2



**289,029**  
Calls that Access Option 3 to Learn More about the PACT Act Overall  
(10/20/2022–01/14/2024)

OPTION 3

## GEOGRAPHICAL ANALYSIS

Issue 25—January 19, 2024



Starting with Issue 20 (November 10, 2023), State-by-State data and Congressional District data will be available in the Excel spreadsheet at <https://department.va.gov/pactdata/> (this link has been updated from previous issues). This data will be updated on a monthly basis.

## Page One

### Metric/Term

Cumulative Total: PACT Act Related Claims Submitted  
VHA Trust

Approval Rate for PACT Act Related Claims since 08/10/22 (percentage)

Average Days for PACT Act Claims Completion

PACT Act Related Rating Claims Completed <= 125 days

Total PACT Act Claims Approved

PACT Act Planning Population

New Enrollees in the PACT Act Planning Population

Total New VHA Enrollees

Increase in New Enrollees in VHA

Upcoming Outreach Calendar

### Definition

This statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition received since August 10, 2022.

This trust score reflects the percentage of Veterans who respond to the survey question, "I trust the VHA [Facility Name] for my health care needs" with a score of 4 or 5.

Percentage of PACT act disability claims where at least one condition was granted (regardless of whether or not the condition was filed under PACT).

This metric indicates the length of time it takes VBA to process a PACT Act-related benefits claim. This is measured from the date VA receives a claim to the date VA finished processing the claim and closed it out + 1 day, to eliminate the possibility of claims being completed in 0 days (ex. claim completed on the day it was received).

The Average Days to Complete (ADC) for PACT Act Related Claims is calculated based on the date VA received the claim, not the date VA began processing those claims. VA prioritized and completed some claims related to terminal illnesses, but VA did not begin processing most claims until January 1, 2023. As a result, the current value of ADC is inflated by any time between the date the claim was received and the January 1, 2023 implementation date for processing. The high ADC for PACT claims demonstrates VA's commitment to completing oldest pending claims first.

This statistic identifies the number of VBA benefit claims with one or more PACT Act-related conditions that have been completed in 125 days or less.

This metric identifies the number of completed PACT disability claims where at least one issue was granted.

The PACT Act Planning Population consists of Veterans where VA has a high level of confidence they are a member of one or more of the three PACT Act eligible cohorts (Vietnam, Gulf-War, Post 9-11). VA is using this population as a means of identifying the impact of the PACT Act on enrollment in VA health care.

This statistic measures the number of new enrollees in VA health care that fall within the PACT Act Planning Population to understand the impact of the PACT Act on enrollment. By design, this more focused metric will always be a subset of the metric above that shows overall new enrollment regardless of whether a Veteran is in an eligible PACT Act cohort. Together these two enrollment metrics help identify both the broad impact of PACT Act on enrollment - for example, those who may enroll for VA health care because of the publicity of PACT Act but are not directly eligible because of PACT Act—and the more direct impact of PACT Act—meaning those who are enrolling from populations VA assesses as becoming eligible due to the PACT Act.

This statistic identifies the total new VHA enrollments (newly registered healthcare beneficiaries) for the periods of August 2022-End of Current Month 2023 and August 2021-End of month 2022, for comparative analysis purposes.

This number identifies the change between 2023 and 2022 VHA enrollees during the same time period.

This calendar identifies key activities or outreach events occurring in the coming weeks.

## Page Two

### Metric/Term

Total Toxic Exposure Screenings

Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure

Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

New Enrollees in Priority Groups 1, 2, or 3

New Enrollees enrolled with a PACT Act Authority

Weekly Total: PACT Act Related Claims Submitted

Weekly Total: PACT Act Related Claims Completed

Cumulative Total: PACT Act Related Claims Submitted

Cumulative Total: PACT Act Related Claims Completed

Weekly Total: Non-PACT Act Related Claims Submitted

Weekly Total: Non-PACT Act Related Claims Completed

Average Days for PACT Act Claims Completion

PACT Act Related Rating Claims Pending <= 125 days

PACT Act Related Rating Claims Completed <= 125 days

Average Days Pending for Non-PACT Act Related Claims

Non-PACT Act Related Claims Pending <= 125 days

Non-PACT Act Related Claims Completed <= 125 days

Cumulative Total of Non-PACT Related Claims Submitted

Cumulative Total of Non-PACT Related Claims Completed

Total Veterans/Survivors with Completed PACT Act Claims

Total Veterans with Completed PACT Act Claims

Total Survivors with Completed PACT Act Claims

### Definition

This statistic identifies the number of Veterans who have received a VHA Toxic Exposure Screening. Every Veteran enrolled in VA health care will receive an initial screening and a follow-up screening at least once every 5 years. Veterans who are not enrolled and who meet eligibility requirements will have an opportunity to enroll and receive the screening.

The screening will ask Veterans if they think they were exposed to any of these hazards while serving: Open burn pits and other airborne hazards, Gulf War-related exposures, Agent Orange Radiation, Camp Lejeune contaminated water exposure and/or Other Exposures.

This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified **at least one exposure** to toxic substances. It includes the number of Veterans who received the screening, the number of Veterans who identified at least one potential concern related to a toxic substance exposure, and the percentage of responses in which Veterans identified at least one instance of toxic exposure during the screening.

This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified **exactly one exposure** to toxic substances. **Please note the difference from the metric above – the metric above includes Veterans who identified at least one (includes both those who identified one exposure and also those who identified more than one exposure); this metric only includes Veterans who identify exactly one exposure.**

This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified **more than one exposure** to toxic substances. **Please note the difference from the metric above—the metric above includes Veterans who identify exactly one potential concern; this metric includes Veterans who identify more than one potential concern.**

Priority Groups: When Veterans apply for VA health care, they are assigned to 1 of 8 priority groups that impact how soon they are signed up for health care benefits and how much they may have to pay (if anything) toward the cost of care. To learn more about the factors that impact assignment, please visit <https://www.va.gov/health-care/eligibility/priority-groups>.

This metric measures the number of new enrollees who were specifically enrolled with an authority provided by the PACT Act (P.L. 117-168). This includes 1-year Special Eligibility, 10-Year Special Eligibility, Agent Orange Exposure, and Radiation Exposure. For more on information on eligibility for enrollment, please visit [www.va.gov/pact](http://www.va.gov/pact). VA utilizes a number of authorities to enroll Veterans, both authorities granted in the PACT Act and pre-existing authorities. VA applies the authority that will result in the Veteran being placed into the highest priority group possible.

This metric identifies the total number of VBA benefit claims with at least one PACT Act-related claimed issue received each week.

This metric identifies the number of VBA benefit claims with at least one PACT Act-related condition completed each week.

This statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition received since August 10, 2022.

This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022.

This number identifies the total VBA benefits claims received each week not related to PACT Act.

This number identifies the total VBA benefits claims completed each week not related to PACT Act.

This metric identifies the average number of days it takes VBA to process a PACT Act related benefits claim.

This statistic identifies the current number of VBA benefit claims with one or more PACT Act-related conditions that have been pending for 125 days or less.

This statistic identifies the number of VBA benefit claims with one or more PACT Act-related conditions that have been completed in 125 days or less.

This metric identifies the average number of days it takes VBA to process a Non-PACT Act related benefits claim.

This statistic identifies the current number of pending VBA benefit claims with one or more Non-PACT Act-related conditions less than 125 days old.

This statistic identifies the number of non-PACT VBA benefit claims that have been completed in 125 days or less.

This statistic identifies the cumulative total of VBA benefits claims received since August 10, 2022, which are not related to the PACT Act.

This statistic identifies the cumulative total of VBA benefits claims completed since August 10, 2022, which are not related to the PACT Act.

This metric identifies the unique number of Veterans and Survivors who have filed a PACT Act benefit claim which VBA processed to completion.

This metric identifies the unique number of Veterans who filed a PACT Act benefit claim which VBA processed to completion.

This metric identifies the unique number of Survivors who filed a PACT Act benefit claim which VBA processed to completion.

## Page Three

### Metric/Term

Electronic PACT Act Claims Submitted by Power of Attorney (percentage)

Electronic PACT Act Claims Submitted by Veterans (percentage)

PACT Act Claims Submitted Electronically (percentage)

PACT Act Claims Submitted through Mail (percentage)

Mailed Claims Submitted with a Power of Attorney on File with VA (percentage)

Pending Claims—PACT Related

Pending Claims—Non-PACT Related

Total Pending PACT Act Related Claims with Partial Decisions

Total Pending Non-PACT Act Related Claims with Partial Decisions

Top 5 Most Frequent Conditions on PACT Act Related Claims

Most Frequent Denial Reasons

Total Pending PACT Act Claims

Total Pending Non-PACT Act Claims

VA.gov/PACT Page Views

Total Clicks on Call to Action to File a Disability Claim Online

Total Clicks on Call to Action to Enroll in Health Care

### Definition

Total number of PACT disability claims submitted electronically by a Power of Attorney out of the total number of PACT disability claims submitted electronically.

Total number of PACT disability claims submitted electronically by a Veteran out of the total number of PACT disability claims submitted electronically.

Total number of PACT disability claims submitted electronically out of the total number of PACT disability claims submitted.

Total number of PACT disability claims submitted through mail out of the total number of PACT disability claims submitted.

Total number of PACT disability claims submitted through mail where the Veteran is represented by a Power of Attorney out of the total number of PACT disability claims submitted through mail.

This metric identifies the number of VBA claims with at least one PACT Act-related condition pending in the workload.

This metric identifies the number of VBA claims which do not have any conditions related to the PACT Act pending in the workload.

This metric identifies the number of currently pending PACT related disability benefit claims where a partial decision was rendered on the claim.

This metric identifies the number of currently pending non-PACT related disability benefit claims where a partial decision was rendered on the claim.

Top 5 most frequent conditions on PACT Act related disability claims with breakouts for the # of distinct claims associated with these claimed conditions, the total number of distinct issues claimed, the total number of issues granted, and the grant/denial rate.

To learn more about these health issues, please visit the Veteran's Health Library, <https://www.veteranshealthlibrary.va.gov/> and the Veteran's Health Encyclopedia, <https://www.veteranshealthlibrary.va.gov/Encyclopedia/Encyclopedia.pg?page=2&pagesize=25&letter=A>

Top 3 reasons for denials on decisions on PACT disability claims: Not Incurred/Caused by Service: Claimed condition is denied because condition neither occurred in nor was caused by military service; No Diagnosis: Claimed condition is denied because the medical evidence of record fails to show that the disability has been clinically diagnosed; Not Established by Presumption: Claimed condition is denied because the evidence of record does not show that certain criteria was met for a grant of service connection on a presumptive basis.

This statistic identifies the current number of pending VBA benefit claims with one or more PACT Act-related conditions.

This statistic identifies the current number of pending VBA benefit claims without any PACT Act-related conditions.

This metric identifies the number of page views from the va.gov/PACT website.

This statistic identifies the number of times visitors to the VA.gov/PACT website clicked the "Apply for Benefits" link to file a disability compensation claim online.

This statistic identifies the number of times visitors to the VA.gov/PACT website clicked the "Apply for Health Care" link to apply for VA health care online.

## Page Four

### Metric/Term

MyVA411 Calls that Access the PACT Act Main Menu (Press 8)

Total MyVA411 Calls that Access the PACT Act Main Menu (Press 8)

### Definition

This statistic identifies the number of calls to 1-800-MyVA411 where callers selected the PACT Act Main Menu (Press 8).

This statistic identifies the total number of calls received to the automated MyVA411 line (option 8), which provides information about the PACT Act to callers.

## Stewardship

Reminder: Stewardship information will be included in every other issue of this dashboard publication (or when updated data is available).

### Metric/Term

Full-Time Equivalent Employee (FTE)

Account

Permanent Employee

Term Employee

Onboarded

Funds Allocated

Obligations

### Definition

Full-Time Equivalent refers to the total number of regular straight-time hours worked by employees divided by the number of compensable hours applicable to each fiscal year (regular method), or the total regular hours worked in a fiscal year (2,080 hours) divided by 26 biweekly pay periods (pay period method)(as per OMB A-11 Circular § 85.5(c)).

Account refers to a separate financial reporting unit used by the Federal Government to record budget authority, outlays and income for budgeting or management information purposes as well as for accounting purposes.

An employee who has been hired under an appointment that is not time delimited.

An employee for whom the agency has granted a term appointment (of employment) of more than 1 year but usually not more than 4 years.

Onboards (i.e., the number of personnel encumbering positions) are the number of employees (i.e., headcount) onboard when the data are reported.

Note: "Onboards" differ from "FTE," which is a budgetary term based on compensable hours as opposed to headcount. Colloquially, "onboards" refers to newly hired employees who have started work with VA (their hiring is complete).

The amount of funding provided to each Administration or Staff Office.

Obligation means a binding agreement that will result in outlays, immediately or in the future.