



VA PACT ACT

SEPTEMBER 15, 2023

PERFORMANCE DASHBOARD

ISSUE SIXTEEN
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
- CALL**
1-800-MyVA411
24/7/365
- WALK-IN**
VA.gov/find/locations
- VETERANS SERVICE ORGANIZATION**
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

The Next PACT Act Deadline: Are you a Veteran who deployed to a combat zone but never signed up for VA health care? If you left active duty between 9/11/01 and 10/1/13, you should apply today. VA is the best, most affordable health care in America for Veterans—and this is your chance to sign up. Even if you don't need this care today, you might need it tomorrow, or the next day, or 30 years from now. And once you're in, you have access for life. So, don't miss this opportunity—the **deadline is September 30**. Get the care you deserve today at VA.gov/PACT.



Making a Difference Through the PACT Act

Mr. Ritch served in the Navy, Navy Reserves, Air Force and Air Guard for over 35 years as an Aircrew Life Support Craftsman and an Aircrew Flight Equipment Craftsman as part of a rescue unit. He had a total of 7 trips into the Southwest Asian Theatre, including Saudi Arabia, Kuwait, Uzbekistan, and Afghanistan. Some locations are newly identified under the PACT Act legislation. Previously, his medical issues were not covered for disability compensation benefits by VA, but thanks to the PACT Act, he was able to get an overall combined 100% permanent and total disabling disability evaluation. The benefits he's now receiving will help provide for his family's well-being. Mr. Ritch stated, "Financially this is a big step, it doubles as a blessing."

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

- 501,929**
Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–09/09/2023)
- 491,810**
Total Veterans with Completed PACT Act Related Claims
- 10,133**
Total Survivors with Completed PACT Act Related Claims
- 153.5**
Average Days for PACT Act Related Claim Completion (09/09/2023)
- 47.6%**
PACT Act Related Claims Completed <= 125 days (09/09/2023)
- 429,335**
Total PACT Act Claims Approved (08/10/2022–09/09/2023)
- 77.9%**
Approval Rate for PACT Act Related Claims (09/09/2023)

Expanding Care

- 158,691**
New Enrollees in the PACT Act Planning Population (08/10/2022–09/10/2023)
- Total New VHA Enrollees:** (through 09/10/2023)

Period	Enrollees
AUG 2021-SEPTEMBER 2022	317,283
AUG 2022-SEPTEMBER 2023	378,995
Change	+61,712

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

- 91%**
VA Health Care 90-Day Trust Score (06/11/2023–09/09/2023)

UPCOMING OUTREACH CALENDAR

September 21	September 23	September 23	September 23	September 24	September 28
Health Care Enrollment Fair Johnstown, PA VIEW EVENT	Veterans Expo Brockton, MA VIEW EVENT	Jesse Brown VAMC PACT Act Claims Clinic Chicago, IL VIEW EVENT	Veteran Appreciation Day Cheyenne, WY VIEW EVENT	PACT Act Open Enrollment Session Los Angeles, CA VIEW EVENT	PACT Act Claims Event Grand Ronde Grand Ronde, OR VIEW EVENT

For more information on these 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



4,465,864
Total Toxic Exposure Screenings
(09/06/2022–09/10/2023)



1,908,872 (42.74%)
Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure



377,311 (8.45%)
Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure



1,531,561 (34.29%)
Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure



158,691
New Enrollees in the PACT Act Planning Population
(08/10/2022–09/10/2023)



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



86,355
Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022



3,916,499
Current Enrollees in the PACT Act Planning Population (as of 09/10/2023)



1-YEAR SPECIAL ENROLLMENT PERIOD (SEP)

Veterans who deployed to a combat zone, never enrolled in VA health care, and left active duty between September 11, 2001, and October 1, 2013, are eligible to enroll directly in VA health care in a special enrollment period until September 30, 2023.

1,783,958 NEW
Total Veterans that may be eligible for the SEP

1,373,969 NEW
Total Veterans Currently Enrolled

12,867 NEW
Total New Enrollees from 10/01/2022 to Present

409,989 NEW
Total Veterans not yet Enrolled

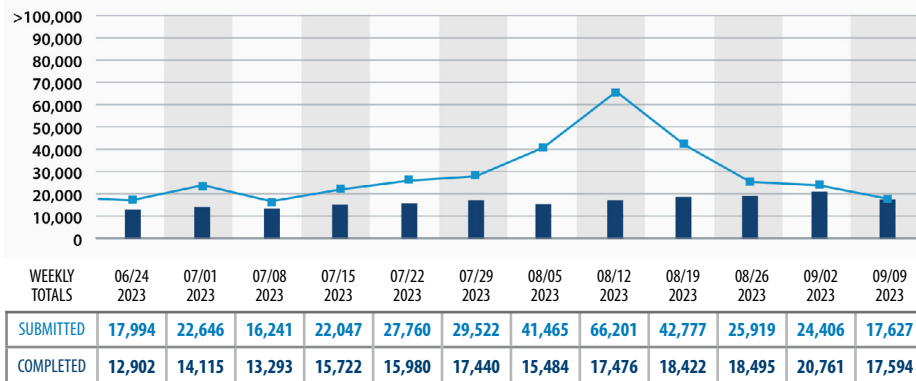
VA is including a call out for the next 3 issues on the Special Enrollment Period leading up to the September 30, 2023 deadline.

Benefits Experience

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

Claims Submitted and Completed—PACT Act-Related

■ PACT Act Related-Submitted ■ PACT Act Related-Completed



1,020,378
Cumulative Total PACT Related Claims Submitted
(08/10/2022-09/09/2023)

1,001,914
Total Veteran PACT Related Claims Submitted
18,464
Total Survivor PACT Related Claims Submitted



551,407
Cumulative Total PACT Related Claims Completed
(08/10/2022-09/09/2023)

540,992
Total Veteran PACT Related Claims Completed
10,415
Total Survivor PACT Related Claims Completed



153.5
Average Days For PACT Act Related Claim Completion
(09/09/2023)



47.6%
PACT Act Related Rating Claims Completed <=125 Days
(09/09/2023)

Percentage of Claims Submitted PACT Related vs. Non-PACT Related
(08/10/2022-09/09/2023)

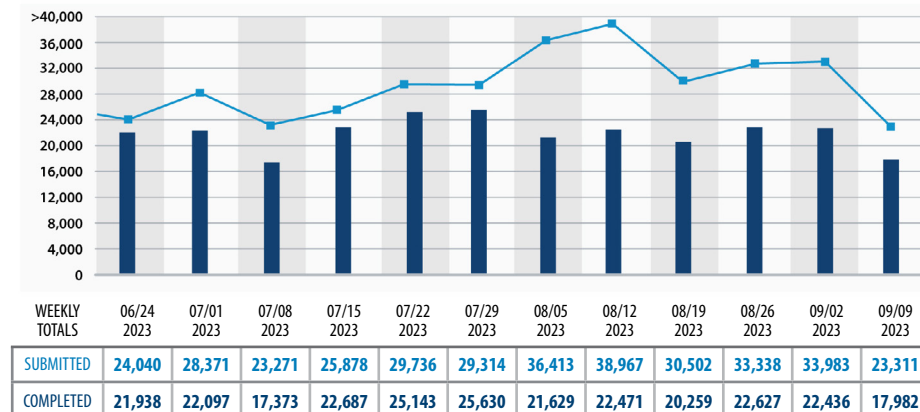
39.3%
PACT RELATED



60.7%
NON-PACT RELATED

Claims Submitted and Completed—Non-PACT Act Related

■ Non-PACT Act Related-Submitted ■ Non-PACT Act Related-Completed



1,575,880
Cumulative Total Non-PACT Related Claims Submitted
(08/10/2022-09/09/2023)

1,564,473
Cumulative Total Non-PACT Related Claims Completed
(08/10/2022-09/09/2023)



125.3
Average Days For Non-PACT Related Claim Completion
(09/09/2023)



67.5%
Non-PACT Act Related Rating Claims Completed <=125 Days
(09/09/2023)

PACT Act Claims Submission Methods

31.7%
PACT Act Claims Electronically Submitted
(08/10/2022–09/09/2023)

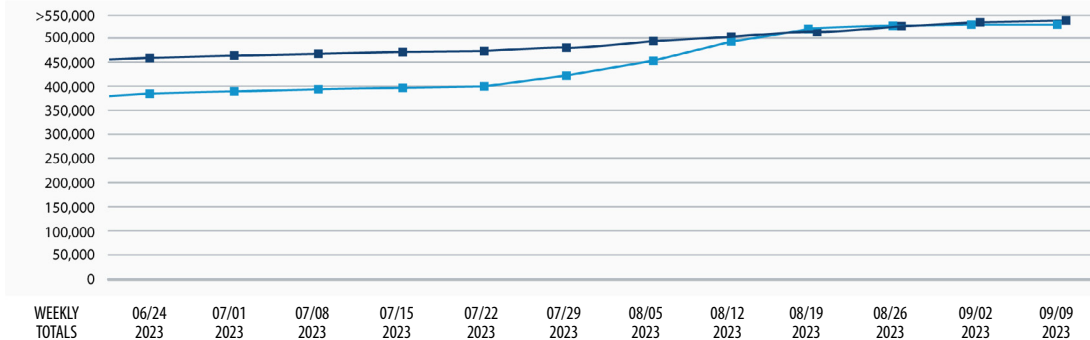
92.1% Electronic Claims Submitted by Veterans
7.9% Electronic Claims Submitted by Power of Attorney

68.3% PACT Act Claims Submitted by Mail
(08/10/2022–09/09/2023)

85.7% Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

Inventory Pending-PACT Related Inventory Pending-Non-PACT Related



WEEKLY TOTALS	06/24 2023	07/01 2023	07/08 2023	07/15 2023	07/22 2023	07/29 2023	08/05 2023	08/12 2023	08/19 2023	08/26 2023	09/02 2023	09/09 2023
PACT RELATED	383,303	391,834	394,782	401,107	412,887	424,969	450,950	499,675	524,030	531,454	535,099	535,132
NON-PACT RELATED	454,768	461,042	466,940	470,131	474,724	478,408	493,192	509,688	519,931	530,642	542,189	547,518

73,281
Total Pending PACT Act Related Claims with Partial Decisions
(as of 09/09/2023)

39,225
Total Pending Non-PACT Act Related Claims with Partial Decisions
(as of 09/09/2023)

535,132
Total Pending PACT Act Related Claims
(as of 09/09/2023)

547,518
Total Pending Non-PACT Act Related Claims
(as of 09/09/2023)

105.5
Average Days Pending for PACT Act Related Claims
(09/09/2023)

367,213
Total PACT ACT Related Claims Pending <=125 Days
(09/09/2023)

92.4
Average Days Pending for Non-PACT Act Related Claims
(09/09/2023)

426,293
Total Non-PACT Act Related Claims Pending <=125 Days
(09/09/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 09/09/2023)

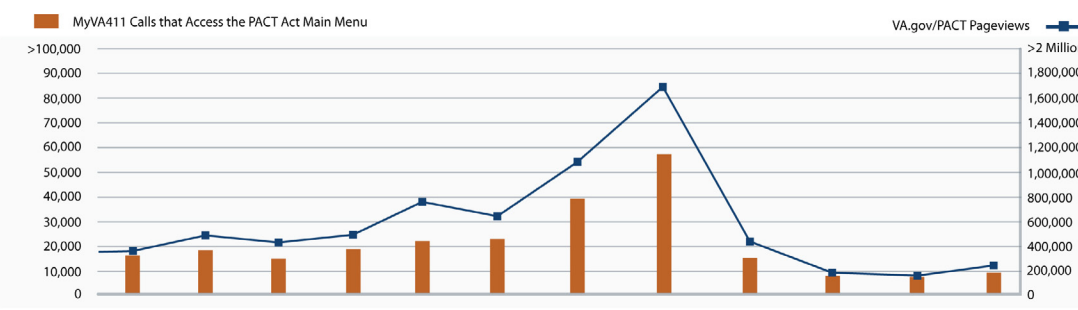
Condition	Number of Claims	Number of Issues	Percent Granted	Percent Denied
Hypertensive Vascular Disease	165,478	167,723	78%	22%
Allergic Rhinitis	97,262	98,775	82%	18%
Maxillary Sinusitis	46,044	46,413	54%	46%
Bronchial Asthma	43,368	44,162	50%	50%
Malignant Growths of Genitourinary System	24,440	25,051	66%	34%

Most Frequent Denial Reasons (as of 09/09/2023)

- 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)



WEEKLY TOTALS	06/24 2023	07/01 2023	07/08 2023	07/15 2023	07/22 2023	07/29 2023	08/05 2023	08/12 2023	08/19 2023	08/26 2023	09/02 2023	09/09 2023
VA.gov/PACT PAGEVIEWS	378,052	496,293	437,433	503,898	773,661	633,826	1,078,233	1,698,401	437,705	195,978	182,916	244,031
MyVA411 Calls	16,141	18,234	14,789	18,686	22,038	23,058	39,863	57,670	15,561	8,986	7,813	9,971

The PACT Act webpage has received to date:

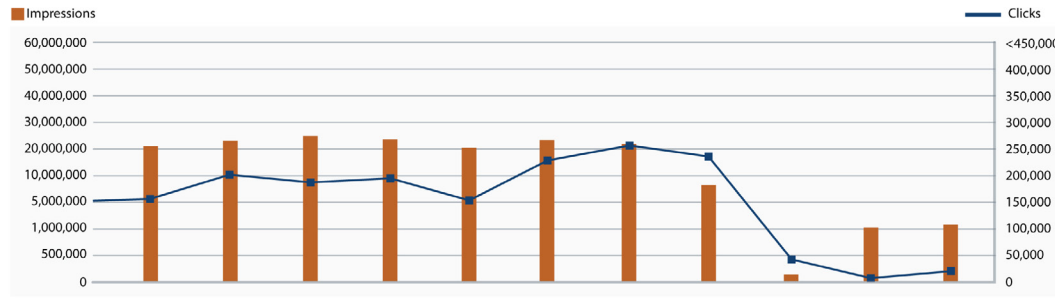
19,982,551
Total Page Views
(08/10/2022–09/10/2023)

812,797
Total Clicks on Call to Action to File a Disability Claim Online
(08/10/2022–09/10/2023)

159,182
Total Clicks on Call to Action to Enroll in Health Care
(08/10/2022–09/10/2023)

Web and Phone Experience

Digital Advertising (ChooseVA PACT Act Campaign)



851,429,567
Total Impressions

6,180,848
Total Clicks

0.73%
Click Through Rate

WEEKLY TOTALS	06/24 2023	07/01 2023	07/08 2023	07/15 2023	07/22 2023	07/29 2023	08/05 2023	08/12 2023	08/19 2023	09/02 2023	09/09 2023
Clicks	165,703	203,501	189,629	199,640	156,807	225,860	253,899	240,098	41,268	8,920	23,069
Impressions	20,866,958	22,819,255	24,637,017	23,180,355	20,208,253	23,110,421	21,724,976	8,110,277	181,585	1,046,417	1,957,543
CTR	0.79%	0.90%	0.90%	0.90%	0.78%	0.98%	1.17%	2.96%	22.70%	0.85%	1.18%

VA Call Centers



886,776

Total MyVA411 that Access the PACT Act Main Menu (Press 8)
(10/20/2022-09/09/2023)

MAIN MENU



212,060

Calls that Access Option 1 to Learn More about PACT Act and Health Care
(10/20/2022-09/09/2023)

OPTION 1



183,530

Calls that Access Option 2 to Learn More about PACT ACT Benefits
(10/20/2022-09/09/2023)

OPTION 2



252,834

Calls that Access Option 3 to Learn More about the PACT Act Overall
(10/20/2022-09/09/2023)

OPTION 3

Geographic Analysis will be included in every other issue of the VA PACT Act Performance Dashboard.

U.S. STATES/TERRITORIES	PROJECTED NUMBER OF VETERANS IN STATE	% OF ALL VETERANS NATIONALLY	CUMULATIVE CLAIM TOTAL FROM AUGUST 10, 2022-SEPTEMBER 11, 2023				CUMULATIVE ENROLLMENTS FROM AUGUST 10, 2022-SEPTEMBER 10, 2023			
			TOTAL PACT ACT RELATED CLAIMS RECEIVED	% OF TOTAL PACT ACT RELATED CLAIMS RECEIVED	TOTAL NON-PACT ACT CLAIMS RECEIVED	% OF TOTAL NON-PACT ACT CLAIMS RECEIVED	VETERANS CURRENTLY ENROLLED WITH VA FOR CARE	% OF VETERANS CURRENTLY ENROLLED WITH VA FOR CARE	NEW ENROLLEES	% OF TOTAL ENROLLEES
ALABAMA	351,132	1.89%	25,441	2.49%	38,630	2.45%	169,666	2.01%	7,031	1.95%
ALASKA	69,838	0.38%	3,196	0.31%	4,855	0.31%	33,074	0.39%	1,717	0.48%
ARIZONA	498,546	2.68%	24,844	2.43%	36,319	2.30%	228,168	2.70%	8,769	2.43%
ARKANSAS	204,197	1.10%	12,523	1.23%	17,656	1.12%	100,749	1.19%	2,970	0.82%
CALIFORNIA	1,534,710	8.25%	74,337	7.29%	129,676	8.23%	661,317	7.82%	31,401	8.70%
COLORADO	374,233	2.01%	20,404	2.00%	31,013	1.97%	169,586	2.01%	8,943	2.48%
CONNECTICUT	158,714	0.85%	5,658	0.55%	8,553	0.54%	62,410	0.74%	2,517	0.70%
DELAWARE	68,675	0.37%	3,200	0.31%	4,772	0.30%	26,741	0.32%	1,121	0.31%
DISTRICT OF COLUMBIA	28,003	0.15%	1,206	0.12%	1,927	0.12%	10,959	0.13%	458	0.13%
FLORIDA	1,450,597	7.80%	87,487	8.57%	147,780	9.38%	715,117	8.46%	30,179	8.36%
GEORGIA	678,304	3.65%	48,100	4.71%	83,033	5.27%	324,196	3.84%	14,671	4.06%
HAWAII	107,210	0.58%	6,551	0.64%	10,007	0.64%	46,416	0.55%	2,954	0.82%
IDAHO	126,467	0.68%	6,126	0.60%	8,705	0.55%	62,235	0.74%	2,268	0.63%
ILLINOIS	569,448	3.06%	24,331	2.38%	32,969	2.09%	224,482	2.66%	8,828	2.44%
INDIANA	388,083	2.09%	18,760	1.84%	27,663	1.76%	164,458	1.95%	5,949	1.65%
IOWA	182,640	0.98%	9,178	0.90%	11,967	0.76%	83,794	0.99%	2,905	0.80%
KANSAS	186,099	1.00%	9,930	0.97%	12,506	0.79%	77,987	0.92%	3,464	0.96%
KENTUCKY	272,088	1.46%	15,073	1.48%	20,297	1.29%	125,337	1.48%	4,236	1.17%
LOUISIANA	267,174	1.44%	19,434	1.90%	28,114	1.78%	117,272	1.39%	4,826	1.34%
MAINE	107,750	0.58%	4,541	0.45%	6,257	0.40%	51,255	0.61%	1,730	0.48%
MARYLAND	355,787	1.91%	19,665	1.93%	32,234	2.05%	146,654	1.74%	6,990	1.94%
MASSACHUSETTS	285,971	1.54%	9,975	0.98%	16,275	1.03%	113,672	1.34%	4,770	1.32%
MICHIGAN	530,586	2.85%	22,459	2.20%	33,355	2.12%	207,359	2.45%	8,520	2.36%
MINNESOTA	294,232	1.58%	14,117	1.38%	19,014	1.21%	146,671	1.74%	5,111	1.42%
MISSISSIPPI	181,855	0.98%	14,277	1.40%	19,931	1.26%	87,828	1.04%	3,156	0.87%
MISSOURI	399,154	2.15%	19,284	1.89%	28,068	1.78%	181,623	2.15%	7,171	1.99%
MONTANA	86,399	0.46%	4,726	0.46%	6,403	0.41%	47,329	0.56%	1,846	0.51%
NEBRASKA	119,645	0.64%	7,078	0.69%	9,850	0.63%	61,868	0.73%	2,390	0.66%
NEVADA	216,626	1.17%	14,064	1.38%	19,256	1.22%	108,718	1.29%	4,302	1.19%
NEW HAMPSHIRE	96,358	0.52%	3,443	0.34%	4,739	0.30%	42,064	0.50%	1,672	0.46%
NEW JERSEY	310,802	1.67%	11,878	1.16%	19,521	1.24%	111,238	1.32%	4,891	1.35%
NEW MEXICO	144,134	0.78%	7,440	0.73%	10,568	0.67%	69,417	0.82%	2,823	0.78%
NEW YORK	688,611	3.70%	24,458	2.40%	37,483	2.38%	283,880	3.36%	8,728	2.42%
NORTH CAROLINA	687,364	3.70%	45,530	4.46%	76,610	4.86%	341,696	4.04%	16,175	4.48%
NORTH DAKOTA	50,834	0.27%	2,568	0.25%	3,123	0.20%	24,443	0.29%	952	0.26%
OHIO	695,454	3.74%	31,981	3.13%	44,358	2.81%	298,955	3.54%	11,399	3.16%
OKLAHOMA	281,728	1.52%	18,112	1.78%	27,685	1.76%	135,074	1.60%	5,774	1.60%
OREGON	271,871	1.46%	10,941	1.07%	16,118	1.02%	126,515	1.50%	3,636	1.01%
PENNSYLVANIA	719,233	3.87%	28,336	2.78%	40,233	2.55%	291,625	3.45%	14,116	3.91%
PUERTO RICO	73,146	0.39%	8,750	0.86%	13,980	0.89%	55,502	0.66%	2,081	0.58%
RHODE ISLAND	58,026	0.31%	2,367	0.23%	3,923	0.25%	23,342	0.28%	882	0.24%
SOUTH CAROLINA	388,404	2.09%	26,680	2.61%	43,068	2.73%	193,828	2.29%	8,028	2.22%
SOUTH DAKOTA	63,322	0.34%	3,517	0.34%	4,887	0.31%	36,196	0.43%	1,304	0.36%
TENNESSEE	444,482	2.39%	26,355	2.58%	40,499	2.57%	211,493	2.50%	8,832	2.45%
TEXAS	1,543,168	8.30%	115,103	11.28%	187,065	11.87%	781,630	9.25%	38,403	10.63%
U.S. TERRITORIES, FREELY ASSOC. STATES, AND PHILIPPINES										
AMERICAN SAMOA	2,723	—	252	0.02%	383	0.02%	1,007	0.01%	61	0.02%
FEDERATED STATES OF MICRONESIA	—	—	14	<0.01%	12	<0.01%	54	<0.01%	<10	<0.01%
GUAM	12,800	—	1,545	0.15%	1,540	0.10%	5,672	0.07%	398	0.11%
MARSHALL ISLANDS	—	—	<10	<0.01%	<10	<0.01%	<10	<0.01%	<10	<0.01%
COMMONWEALTH OF NORTHERN MARIANA ISLANDS	995	—	102	0.01%	166	0.01%	535	0.01%	31	0.01%
PALAU	—	—	15	<0.01%	49	<0.01%	47	<0.01%	<10	<0.01%
PHILIPPINES	—	—	<10	<0.01%	<10	<0.01%	7,517	0.09%	124	0.03%
U.S. VIRGIN ISLANDS	3,625	—	327	0.03%	341	0.02%	2,204	0.03%	68	0.02%
UNKNOWN/FOREIGN	62,476	0.11%	6,029	0.59%	9,729	0.62%	28,461	0.34%	1,277	0.36%
UTAH	128,922	0.69%	6,942	0.68%	8,941	0.57%	57,583	0.68%	2,556	0.71%
VERMONT	39,731	0.21%	1,309	0.13%	1,532	0.10%	17,398	0.21%	535	0.15%
VIRGINIA	691,325	3.72%	41,978	4.11%	64,919	4.12%	292,246	3.46%	17,253	4.78%
WASHINGTON	533,346	2.87%	22,459	2.20%	33,343	2.12%	215,891	2.55%	9,950	2.76%
WEST VIRGINIA	128,326	0.69%	6,877	0.67%	9,470	0.60%	65,225	0.77%	1,921	0.53%
WISCONSIN	331,650	1.78%	16,520	1.62%	21,146	1.34%	150,525	1.78%	5,154	1.43%
WYOMING	45,435	0.24%	2,583	0.25%	3,363	0.21%	24,452	0.29%	904	0.25%
TOTALS	18,592,457	100%	1,020,378	100%	1,575,880	100%	8,452,663	100%	361,123	100%



For a view of the data above shown by Congressional District, please visit <https://www.accesstocare.va.gov/Healthcare/PactAct>. The state totals in the Congressional District view will not match precisely with those above due to differences in methodology.

Page One

Metric/Term

Total Veterans/Survivors with Completed PACT Act Claims
 Total Veterans with Completed PACT Act Claims
 Total Survivors with Completed PACT Act Claims
 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 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.
 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.

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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

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 identifies 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. 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.

1-Year Special Enrollment

Metric/Term

1-Year Special Enrollment Period (SEP)

Total Veterans that may be eligible for the SEP
 Total Veterans Currently Enrolled
 Total Veterans not yet Enrolled
 Total New Enrollees from 10/01/2022 to Present

Definition

Combat Veteran Eligibility with an end date of September 30, 2023 for Veterans who discharged between September 11, 2001 and September 30, 2013 and applied outside their 5-year eligibility period.
 Total Veterans from the PACT Act Planning Population that may be eligible for the Special Enrollment Period (SEP).
 Total Veterans from the PACT Act Planning Population that may be eligible for SEP and currently enrolled.
 Total Veterans from the PACT Act Planning Population that may be eligible for SEP and are currently non-enrolled.
 Veterans from the group of "Total Veterans that may be eligible for SEP" who have enrolled between 10/1/2022 and present.

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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 for 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.

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Metric/Term

Total Impressions

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 total number of PACT Act advertisements rendered on user screens through digital marketing. The impression is not action-based but is the user potentially seeing the PACT Act advertisement for awareness.

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.

Geographical Analysis

Reminder: The Geographical Analysis is included in every other issue of this dashboard publication.

Metric/Term

Veterans in State

Total PACT Act Related Claims Received

Percentage of Total PACT Act Related Claims Received

Veterans Currently Enrolled with VA for Care

New Enrollees

Percentage of New Enrollees

Definition

This statistic identifies the number of Veterans in a particular location. This is a projection as of 09/30/2022. This projection is not subdivided for U.S. territories, Freely Associated States, and Philippines; this population is aggregated.

This statistic identifies the total number of VBA benefit claims with at least one PACT Act-related condition separated by state of residence.

This statistic identifies the percentage of VBA benefit claims with at least one PACT Act related condition received in a particular state divided by the overall number of PACT Act related claims received.

This statistic identifies the number of Veterans enrolled in VHA healthcare who have a permanent address in a particular state. (This does not include those Veterans who do not have a permanent address or those with a permanent address outside the 50 states).

This statistic identifies the number of Veterans newly enrolled in VHA healthcare who have a permanent address in a particular state. (This does not include those Veterans who do not have a permanent address or those with a permanent address outside the 50 states).

This statistic identifies the percentage of Veterans newly enrolled in VHA healthcare who have a permanent address in a particular state, divided by the overall Veteran population. (This does not include those Veterans who do not have a permanent address or those with a permanent address outside the 50 states).

Further Geographic Explanations

Symbol (–)

U.S. territories, Freely Associated States, and Philippines

Unknown/Foreign

<10 Privacy Threshold

This symbol indicates that data is unavailable.

U.S. territories, Freely Associated States, and Philippines group includes claims from Veterans and Survivors residing in the following locations: American Samoa, Federated States of Micronesia, Guam, Marshall Islands, Commonwealth of Northern Mariana Islands, Palau, Philippines, and U.S. Virgin Islands.

The Unknown/Foreign group includes Veterans and Survivors with a foreign address or where state of residence information is currently unavailable.

To maintain Veteran and Survivor privacy, receipts and enrollments <10 cannot be publicly shared.