



VA PACT ACT

PERFORMANCE DASHBOARD



VETERANS DAY ISSUE

NOVEMBER 10, 2023

ISSUE TWENTY
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

We are proud to share that VA has [delivered more care and more benefits](#) to more Veterans, their families, caregivers, and survivors than ever before in fiscal year 2023. VA delivered more than 116 million health care appointments, \$163 billion in earned benefits, and more. Many of these accomplishments for Veterans have been made possible by the [PACT Act](#). VA encourages all Veterans, family members, caregivers, and survivors to [learn more about VA](#) and apply for their [health care](#) and [earned benefits](#) today.



Making a Difference Through the PACT Act

For years, Mr. Dawson encouraged his fellow Marines and Sailors to get connected to their VA benefits, yet he never took the time to enroll in VA himself. It wasn't until the passage of the PACT Act in August 2022 that the Fleet Marine Force Navy Corpsman finally decided to give VA health care a chance. Having spent time in Africa around burn pits, Mr. Dawson was curious if he was now eligible for treatment. While attending college, he reached out to his campus' student-veteran center for guidance. A specialist helped Mr. Dawson complete his enrollment application and guided him through the various health care services Wilmington VA offered. "I went from having no health care and skipping the doctor's office to having my first VA appointment scheduled at no cost to me," he said.

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



544,924

Total PACT Act Claims Approved
(08/10/2022–11/04/2023)



76.7%

Approval Rate for PACT Act Related Claims
(11/04/2023)



710,703

Cumulative Total PACT Related Claims Completed
(08/10/2022–11/04/2023)



155.0

Average Days for PACT Act Related Claim Completion
(11/04/2023)



46.4%

PACT Act Related Claims Completed <= 125 days
(11/04/2023)

Expanding Care



204,620

New Enrollees in the PACT Act Planning Population
(08/10/2022–11/05/2023)



Total New VHA Enrollees: (through 11/05/2023)

11/06/2021–11/05/2022*

289,977

11/06/2022–11/05/2023*

369,297 +79,320

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

*Please note this metric has shifted to a rolling 12-month comparison to avoid an overlap in the two time periods being compared.



91.3%

VA Health Care 90-Day Trust Score
(06/11/2023–11/05/2023)

UPCOMING OUTREACH CALENDAR

November 09

Utah County Veterans Services Benefits Open House
Provo, UT

[VIEW EVENT](#)

November 09

PACT Act Enrollment Related Claims Event
Mohave Valley, AZ

[VIEW EVENT](#)

November 13

PACT Act Fair for the Huntsville Advisory Board
Huntsville, AL

[VIEW EVENT](#)

November 16

Veterans Health Expo
Los Angeles, CA

[VIEW EVENT](#)

November 20

Hines Outreach-Cook County Veterans Assistance Commission
Chicago, IL

[VIEW EVENT](#)

December 11

Hines Outreach-LaSalle County Veterans Assistance Commission
Peru, IL

[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

4,855,552
Total Toxic Exposure Screenings
(09/06/2022–11/05/2023)

- 2,084,471 (42.93%)**
Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- 413,718 (8.52%)**
Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- 1,670,753 (34.41%)**
Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

204,620
New Enrollees in the PACT Act Planning Population
(08/10/2022–11/05/2023)

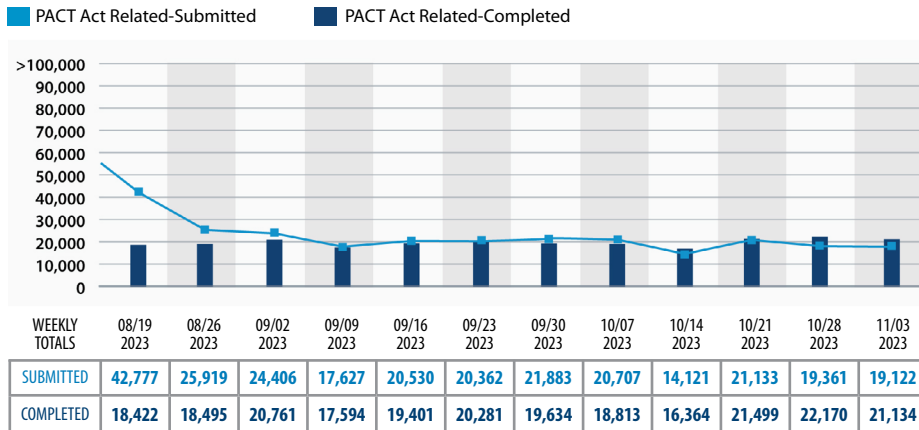
- 59%**
New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)
- 90,225**
Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022

3,957,990
Current Enrollees in the PACT Act Planning Population (as of 11/05/2023)

Benefits Experience

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

Claims Submitted and Completed—PACT Act-Related

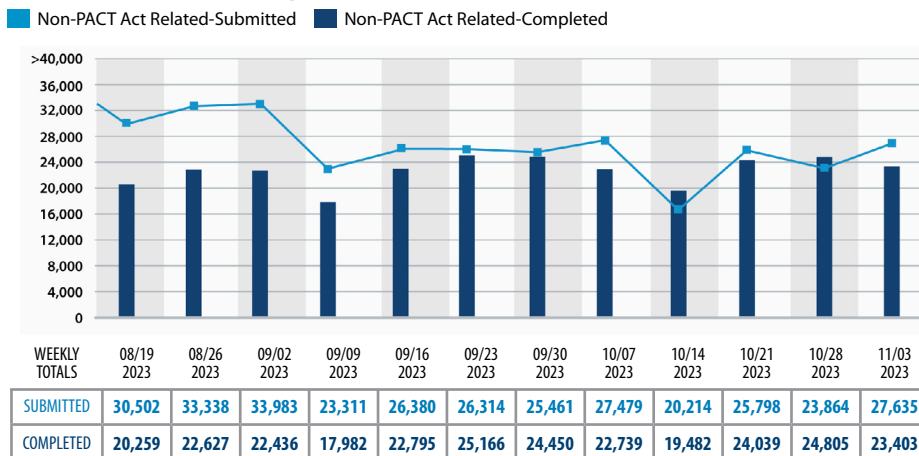


155.0
Average Days For PACT Act Related Claim Completion
(11/04/2023)

46.4%
PACT Act Related Rating Claims Completed <=125 Days
(11/04/2023)



Claims Submitted and Completed—Non-PACT Act Related



505,409
Total Veterans/Survivors with Approved PACT Act Related Claims
(08/10/2022–11/04/2023)

498,443
Total Veterans with Approved PACT Act Related Claims
6,977
Total Survivors with Approved PACT Act Related Claims

633,446
Total Veterans/Survivors with Completed PACT Act Related Claims
(08/10/2022–11/04/2023)

620,894
Total Veterans with Completed PACT Act Related Claims
12,575
Total Survivors with Completed PACT Act Related Claims

1,177,597
Cumulative Total PACT Related Claims Submitted
(08/10/2022–11/04/2023)

1,156,925
Total Veteran PACT Related Claims Submitted
20,672
Total Survivor PACT Related Claims Submitted

710,703
Cumulative Total PACT Related Claims Completed
(08/10/2022–11/04/2023)

697,751
Total Veteran PACT Related Claims Completed
12,952
Total Survivor PACT Related Claims Completed

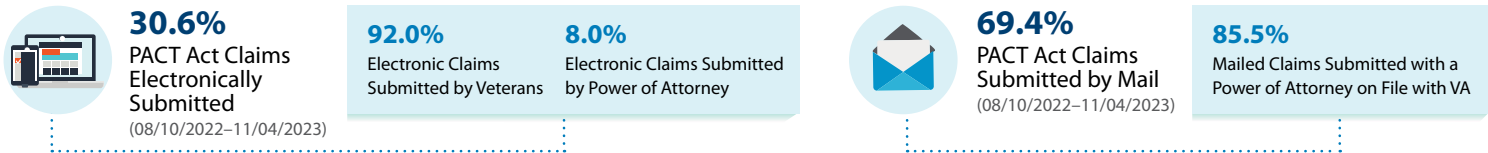
1,779,025
Cumulative Total Non-PACT Related Claims Submitted
(08/10/2022–11/04/2023)

1,751,352
Cumulative Total Non-PACT Related Claims Completed
(08/10/2022–11/04/2023)

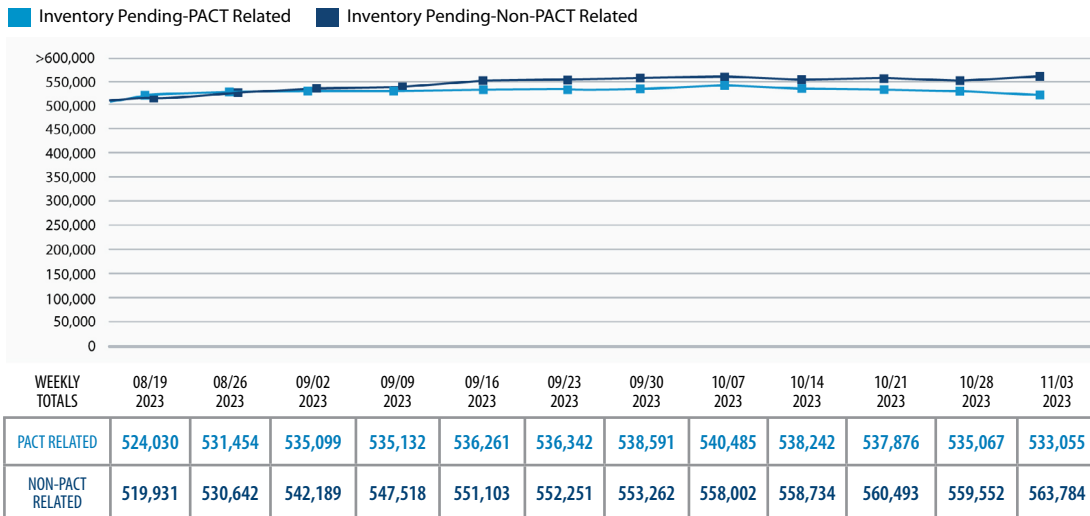
125.6
Average Days For Non-PACT Related Claim Completion
(11/04/2023)

66.8%
Non-PACT Act Related Rating Claims Completed <=125 Days
(11/04/2023)

PACT Act Claims Submission Methods



Pending Claims—PACT Related and Non-PACT Related



81,907
Total Pending PACT Act Related Claims with Partial Decisions (as of 11/04/2023)

39,575
Total Pending Non-PACT Act Related Claims with Partial Decisions (as of 11/04/2023)

533,055
Total Pending PACT Act Related Claims (as of 11/04/2023)

563,784
Total Pending Non-PACT Act Related Claims (as of 11/04/2023)

121.1
Average Days Pending for PACT Act Related Claims (11/04/2023)

359,634
Total PACT Act Related Claims Pending <=125 Days (11/04/2023)

97.1
Average Days Pending for Non-PACT Act Related Claims (11/04/2023)

435,797
Total Non-PACT Act Related Claims Pending <=125 Days (11/04/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 11/04/2023)

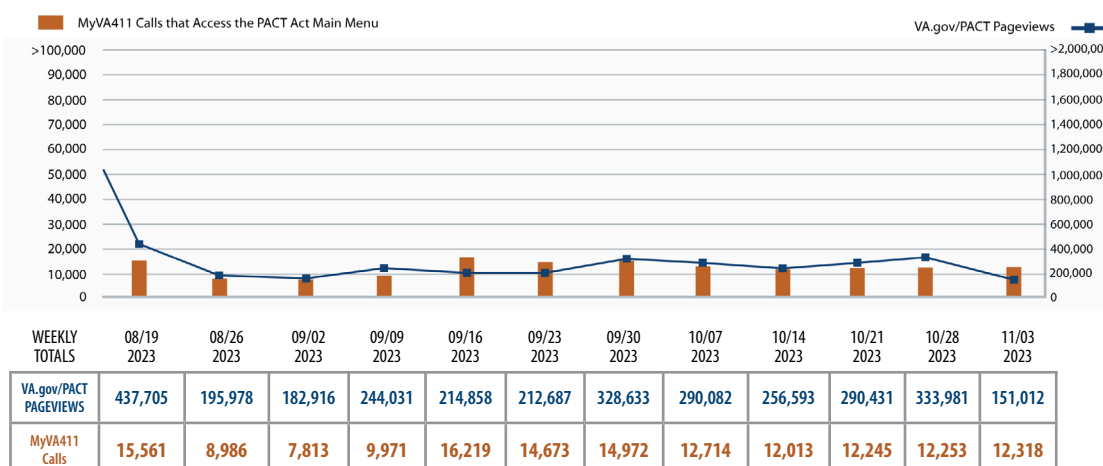
Condition	Number of Claims	Number of Issues	Percent Granted	Percent Denied
Hypertensive Vascular Disease	203,660	206,513	76%	24%
Allergic Rhinitis	124,968	126,866	81%	19%
Maxillary Sinusitis	60,023	60,492	53%	47%
Bronchial Asthma	55,546	56,562	49%	51%
Malignant Growths of Genitourinary System	31,937	32,757	64%	36%

Most Frequent Denial Reasons (as of 11/04/2023)

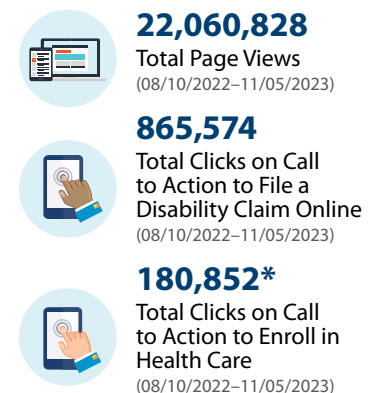
- 1 No Diagnosis
- 2 Not Incurred or Not Caused by Service
- 3 Not Established by Presumption

Web and Phone Experience

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



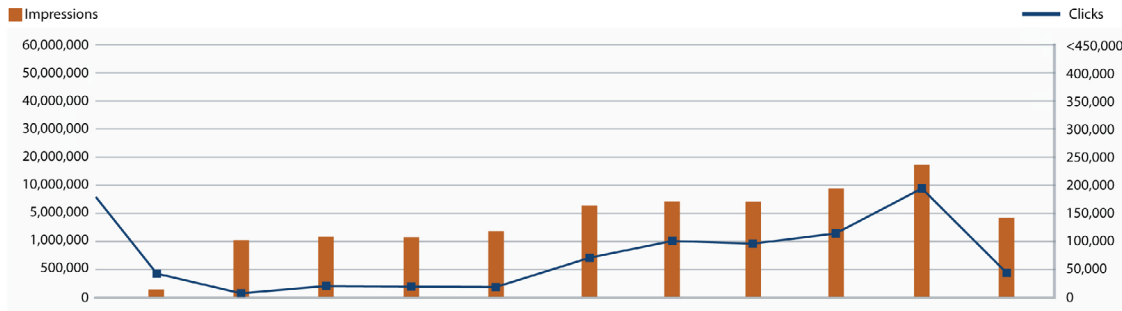
The PACT Act webpage has received to date:



*Subsequent to publishing Issue 19, VA identified an overcount in clicks on call to action during one week's reporting period. The decrease from Issue 19 to Issue 20 reflects this correction.

Web and Phone Experience

Digital Advertising (ChooseVA PACT Act Campaign)



907,235,279

Total Impressions

6,858,492

Total Clicks

0.76%

Click Through Rate

WEEKLY TOTALS	08/19 2023	09/02 2023	09/09 2023	09/16 2023	09/23 2023	09/30 2023	10/07 2023	10/14 2023	10/21 2023	10/28 2023	11/03 2023
Clicks	41,268	8,920	23,069	23,484	23,093	73,391	106,336	95,694	118,060	194,161	43,425
Impressions	181,585	1,046,417	1,957,543	1,911,257	2,111,916	6,540,785	7,321,074	7,119,391	9,355,726	17,276,815	4,168,748
CTR	22.70%	0.85%	1.18%	1.23%	1.09%	1.12%	1.45%	1.34%	1.26%	1.12%	1.04%

VA Call Centers



981,469

Total MyVA411 that Access the PACT Act Main Menu (Press 8)
(10/20/2022–11/05/2023)

MAIN MENU



235,158

Calls that Access Option 1 to Learn More about PACT Act and Health Care
(10/20/2022–11/05/2023)

OPTION 1



195,389

Calls that Access Option 2 to Learn More about PACT ACT Benefits
(10/20/2022–11/05/2023)

OPTION 2



270,396

Calls that Access Option 3 to Learn More about the PACT Act Overall
(10/20/2022–11/05/2023)

OPTION 3

GEOGRAPHICAL ANALYSIS

Issue 20—November 10, 2023



Starting with Issue 20 (November 10, 2023), State-by-State data and Congressional District data will be available in the Excel spreadsheet at <https://www.accesstocare.va.gov/PactAct>. 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. 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)

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.

Electronic PACT Act Claims Submitted by Veterans (percentage)

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

PACT Act Claims Submitted Electronically (percentage)

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

PACT Act Claims Submitted through Mail (percentage)

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

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

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.

Pending Claims—PACT Related

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

Pending Claims—Non-PACT Related

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

Total Pending PACT Act Related Claims with Partial Decisions

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

Total Pending Non-PACT Act Related Claims with Partial Decisions

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 Claims

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.

Most Frequent Denial Reasons

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>

Total Pending PACT Act Claims

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.

Total Pending Non-PACT Act Claims

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

VA.gov/PACT Page Views

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

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

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

Total Clicks on Call to Action to Enroll in Health Care

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

Total Impressions

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.

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

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

Total MyVA411 Calls that Access 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)

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

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.

Permanent Employee

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

Term Employee

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.

Onboarded

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).

Funds Allocated

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

Obligations

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