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 act/help-filing-claim](#)
- [NEW HEALTH CARE & BENEFITS MAP Download Map Here](#)

Help spread the word—download PACT Act Outreach Materials!

**Highlight**

Family members of Veterans exposed to contaminated drinking water at Marine Corps Base Camp Lejeune from August 1, 1953 to December 31, 1987 are now eligible for reimbursement of health care costs associated with Parkinson’s disease under the Camp Lejeune Family Member Program. Veterans who served at Camp Lejeune are also eligible for no-cost Parkinson’s health care and other VA benefits. Thanks to the [PACT Act Veterans and their families can also now file lawsuits](#) for harm caused by exposure to contaminated water at Camp Lejeune.

**Making a Difference Through the PACT Act**

An Army Veteran served honorably from 1965–1968, with service in Vietnam from August 24, 1967 to July 16, 1968. In 2014, he passed away from intracerebral hemorrhage and malignant hypertension. Since hypertension was not a presumptive for Agent Orange until the PACT Act passed, the Veteran’s surviving spouse was previously denied service-connected death benefits.

In 2023, a rating decision was completed, granting service connection for the cause of the Veteran’s death. His spouse was awarded Dependency and Indemnity Compensation (DIC) and burial benefits effective in 2016. She received a retroactive payment of $107,850.33 for the DIC benefits and $2,000 for the burial benefits. She will now receive $1,562.74 as a monthly DIC benefit. We encourage all spouses to learn more about [VA benefits and compensation](#).

**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**

- **574,731** Total PACT Act Claims Approved (08/10/2022–11/18/2023)
- **751,644** Cumulative Total PACT Related Claims Completed (08/10/2022–11/18/2023)
- **76.5%** Approval Rate for PACT Act Related Claims (11/18/2023)
- **155.6** Average Days for PACT Act Related Claim Completion (11/18/2023)
- **46.1%** PACT Act Related Claims Completed <= 125 days (11/18/2023)

**Expanding Care**

- **209,809** New Enrollees in the PACT Act Planning Population (08/10/2022–11/19/2023)
- **370,711** Total New VHA Enrollees: (through 11/19/2023)
- **11/20/2021–11/19/2022** 290,970
- **11/20/2022–11/19/2023** +79,741
- **91.3%** VA Health Care 90-Day Trust Score (06/11/2023–11/19/2023)

**Upcoming Outreach Calendar**

- **December 05**
  - Veterans Town Hall
  - Johnson City, TN
  - [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/](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

- **4,922,137**
  - Total Toxic Exposure Screenings (09/06/2022–11/19/2023)

- **2,117,234 (43.01%)**
  - Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

- **420,678 (8.54%)**
  - Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

- **1,696,556 (34.47%)**
  - Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

- **209,809**
  - New Enrollees in the PACT Act Planning Population (08/10/2022–11/19/2023)

- **60%**
  - New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

### Benefits Experience

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

- **531,373**
  - Total Veterans/Survivors with Approved PACT Act Related Claims (08/10/2022–11/18/2023)

- **524,145**
  - Total Survivors with Approved PACT Act Related Claims

- **666,825**
  - Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–11/18/2023)

- **653,735**
  - Total Survivors with Completed PACT Act Related Claims

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

- **1,823,396**
  - Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–11/18/2023)

- **1,797,222**
  - Cumulative Total Non-PACT Related Claims Completed (08/10/2022–11/18/2023)

- **125.7**
  - Average Days For Non-PACT Related Claim Completion (11/18/2023)

- **66.5%**
  - Non-PACT Act Related Rating Claims Completed </=125 Days (11/18/2023)
PACT Act Claims Submission Methods

- **30.3%** PACT Act Claims Electronically Submitted (08/10/2022–11/18/2023)
- **91.9%** Electronic Claims Submitted by Veterans
- **8.1%** Electronic Claims Submitted by Power of Attorney
- **69.7%** PACT Act Claims Submitted by Mail (08/10/2022–11/18/2023)
- **85.5%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

### Inventory Pending—PACT Related

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PACT RELATED</td>
<td>535,099</td>
<td>535,132</td>
<td>536,261</td>
<td>536,342</td>
<td>538,591</td>
<td>540,485</td>
<td>538,242</td>
<td>537,876</td>
<td>535,057</td>
<td>533,055</td>
<td>529,786</td>
<td>522,960</td>
</tr>
<tr>
<td>NON-PACT RELATED</td>
<td>542,189</td>
<td>547,518</td>
<td>551,103</td>
<td>552,251</td>
<td>553,262</td>
<td>558,002</td>
<td>558,734</td>
<td>560,493</td>
<td>559,552</td>
<td>563,784</td>
<td>568,554</td>
<td>562,285</td>
</tr>
</tbody>
</table>

- **522,960** Total Pending PACT Act Related Claims (as of 11/18/2023)
- **349,746** Total PACT ACT Related Claims Pending <=125 Days (11/18/2023)
- **125.9** Average Days Pending for PACT Act Related Claims (11/18/2023)

- **562,285** Total Pending Non–PACT Act Related Claims (as of 11/18/2023)
- **434,175** Total Non-PACT Act Related Claims Pending <=125 Days (11/18/2023)
- **99.4** Average Days Pending for Non-PACT Act Related Claims (11/18/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims (as of 11/18/2023)

<table>
<thead>
<tr>
<th>Condition</th>
<th>Number of Claims</th>
<th>Number of Issues</th>
<th>Percent Granted</th>
<th>Percent Denied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hypertensive Vascular Disease</td>
<td>212,475</td>
<td>215,483</td>
<td>76%</td>
<td>24%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>132,463</td>
<td>134,466</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>63,835</td>
<td>64,338</td>
<td>53%</td>
<td>47%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>59,002</td>
<td>60,084</td>
<td>49%</td>
<td>51%</td>
</tr>
<tr>
<td>Malignant Growths of Genitourinary System</td>
<td>33,711</td>
<td>34,581</td>
<td>64%</td>
<td>36%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (as of 11/18/2023)

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)**

- **VA.gov/PACT Pageviews**
  - 182,916 (09/02/2023)
  - 244,031 (09/09/2023)
  - 214,858 (09/16/2023)
  - 212,687 (09/23/2023)
  - 328,633 (09/30/2023)
  - 290,082 (10/07/2023)
  - 256,593 (10/14/2023)
  - 290,431 (10/21/2023)
  - 333,981 (10/28/2023)
  - 151,012 (11/04/2023)
  - 159,404 (11/11/2023)
  - 132,830 (11/18/2023)

- **MyVA411 Calls**
  - 7,813 (09/02/2023)
  - 9,971 (09/09/2023)
  - 16,219 (09/16/2023)
  - 14,972 (09/23/2023)
  - 12,714 (09/30/2023)
  - 12,013 (10/07/2023)
  - 12,245 (10/14/2023)
  - 12,253 (10/21/2023)
  - 12,318 (10/28/2023)
  - 11,899 (11/04/2023)
  - 12,775 (11/11/2023)
  - 132,830 (11/18/2023)

**VA Call Centers**

- **Total MyVA411 that Access the PACT Act Main Menu (Press 8)**
  - 1,006,143 (10/20/2022–11/19/2023)
- **Calls that Access Option 1 to Learn More about PACT Act and Health Care**
  - 239,759 (10/20/2022–11/19/2023)
- **Calls that Access Option 2 to Learn More about PACT ACT Benefits**
  - 198,392 (10/20/2022–11/19/2023)
- **Calls that Access Option 3 to Learn More about the PACT Act Overall**
  - 274,712 (10/20/2022–11/19/2023)

**STEWARDSHIP**

VA seeks to act as a wise steward of PACT Act resources. In this section, we measure VA’s success in hiring and obligating resources funded through the PACT Act Toxic Exposures Fund, P.L. 117-68.

**PACT ACT Toxic Exposures Fund (TEF)**

(Initial $500M)

Stewardship information will be included in every other issue of the VA PACT Act Dashboard or when updated data is available.

<table>
<thead>
<tr>
<th>VA ACCOUNT</th>
<th>FULL-TIME EQUIVALENT EMPLOYEES (FTE)</th>
<th>PERMANENT EMPLOYEES ONBOARDED</th>
<th>TERM EMPLOYEES ONBOARDED</th>
<th>FUNDS ALLOCATED</th>
<th>TOTAL OBLIGATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>VHA Medical Care</td>
<td>101</td>
<td>—</td>
<td>—</td>
<td>$34,124,000</td>
<td>$9,897,000</td>
</tr>
<tr>
<td>Medical and Prosthetic Research</td>
<td>8</td>
<td>—</td>
<td>—</td>
<td>$650,000</td>
<td>$638,000</td>
</tr>
<tr>
<td>Office of Information &amp; Technology</td>
<td>99</td>
<td>—</td>
<td>28</td>
<td>$123,053,000</td>
<td>$91,249,000</td>
</tr>
<tr>
<td>VBA General Operating Expenses</td>
<td>1,884</td>
<td>—</td>
<td>—</td>
<td>$302,018,000</td>
<td>$297,117,000</td>
</tr>
<tr>
<td>Board of Veterans’ Appeals</td>
<td>153</td>
<td>—</td>
<td>—</td>
<td>$10,328,000</td>
<td>—</td>
</tr>
<tr>
<td>Office of General Counsel</td>
<td>73</td>
<td>62</td>
<td>12</td>
<td>$4,374,000</td>
<td>$3,655,000</td>
</tr>
<tr>
<td>VA Central Office</td>
<td>64</td>
<td>38</td>
<td>8</td>
<td>$25,453,000</td>
<td>$21,305,000</td>
</tr>
<tr>
<td>Total PACT Act Toxic Exposures Fund</td>
<td>2,382</td>
<td>100</td>
<td>48</td>
<td>$500,000,000</td>
<td>$423,861,000</td>
</tr>
</tbody>
</table>

**GEOGRAPHICAL ANALYSIS**

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](https://www.accesstocare.va.gov/PactAct). This data will be updated on a monthly basis.
**EXPLANATION OF TERMS**

**VA PACT ACT PERFORMANCE DASHBOARD**

One exposure and also those who identified more than one exposure); this metric only includes Veterans who identify related exposures, Agent Orange Radiation, Camp Lejeune contaminated water exposure and/or Other Exposures. 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—will have an opportunity to enroll and receive the screening.

Initial screening and a follow-up screening at least once every 5 years. Veterans who are not enrolled and who meet eligibility requirements and August 2021—End of month 2022, for comparative analysis purposes. 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 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 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 exactly one exposure to toxic substances. Please note the difference from the metric above—the metric above includes Veterans who identified at least one exposure and also those who identified more than one exposure); this metric only includes Veterans who identify exactly one exposure.

**PACT Act Related Rating Claims Completed <= 125 days**

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 VA enrollees (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 VA enrollees during the same time period. This calendar identifies key activities or outreach events occurring in the coming weeks.

**Weekly Total: PACT Act Related Claims Submitted**

New enrollees enrolled with a PACT Act Authority

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 both those who identified exactly one exposure and also those who identified more than one exposure; this metric only 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 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 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 claim issued 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 benefit claims with at least one PACT Act related condition completed 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 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 VA 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 metric identifies the current number of VBA benefit claims with one or more PACT Act related conditions that have been completed in 125 days or less. 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 statistic identifies the unique number of Veterans and Survivors who have filed a PACT Act benefit claim which VA processed to completion. This metric identifies the unique number of Veterans who filed a PACT Act benefit claim which VA processed to completion.

This metric identifies the number of new enrollees in Priority Groups 1, 2, or 3. This metric identifies the total VBA claims completed each week not related to PACT Act. This metric identifies the total VBA benefit claims with at least one PACT Act related claim issued 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 claims with at least one PACT Act related condition completed since August 10, 2022. This statistic identifies the total number of VBA benefit claims with at least one PACT Act related claim issued each week.

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This metric identifies the average number of days it takes VA to process a PACT Act related benefits claim.
**EXPLANATION OF TERMS (CONTINUED)**

**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

**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 PACT disability claims where a partial decision was rendered on the claim.
- Top 5 most frequent conditions on PACT Act-related disability claims with breakdowns for the number of distinct issues claimed, the total number of distinct issues claimed, the total number of issues granted, and the grant/denial rate.

**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 (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 9 § 85.5(c)).
- 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.
- Onboarded (i.e., the number of personnel encumbering positions) are the number of employees (i.e., headcount) onboard when the data are reported. Note: “Onboarded” differ from “FTE,” which is a budgetary term based on compensable hours as opposed to headcount. Colloquially, “onboarded” 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.