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.

Highlight

VA achieved significant milestones in 2023. By the end of the year, 5,038,968 Veterans were screened for toxic exposures to improve early detection and quality of care. In addition, VA received a total of 1,276,797 PACT Act related claims and of those claims, 75.9 percent were approved. More Veterans are also choosing VA for their care. 366,156 Veterans enrolled in VHA care between December 18, 2022 and December 17, 2023, an increase of over 20 percent from the previous year. VA conducted the largest outreach campaign in its history in 2023. More than 2,500 events were held nationwide, and the PACT Act web page was viewed 22,745,357 times. VA will continue its robust outreach efforts in 2024 and deliver more care and more benefits to more Veterans than ever before.

Making a Difference Through the PACT Act

David Lee served two tours in Iraq. While preparing to retire in 2019, he started to have burn pit exposure symptoms. David reached out to a Veterans Service Representative (VSR), who helped him with paperwork for a medical evaluation. After a series of VA medical appointments and submitting his documents, it was determined that his symptoms were not service-related. Two years after the medical evaluations and two denials, he gave up. In April 2023, he attended a PACT Act Resource event in Kansas. The event included a presentation of the PACT Act, including medical and mental health screening stations and VSRs to help submit updated claims. After the event, David received a call from the VA to schedule an appointment within the next 30 days. Shortly after the appointment, his presumptive conditions were approved. He is now receiving compensation and using VA health care. David encourages all of these fellow Veterans to look into the PACT Act—especially if they were previously denied.

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

- **665,675** Total PACT Act Claims Approved (08/10/2022–12/30/2023)
- **879,710** Cumulative Total PACT Related Claims Completed (08/10/2022–12/30/2023)
- **157.6** Average Days for PACT Act Related Claim Completion (12/30/2023)

Expanding Care

- **223,934** New Enrollees in the PACT Act Planning Population (08/10/2022–12/31/2023)

VA Health Care 90-Day Trust Score

- **91.4%** (09/04/2023–01/01/2024)

For more information on PACT Act events and other events, please visit https://www.va.gov/outreach-and-events/events/.
VETERANS AND SURVIVORS TRUST VA TO DELIVER AN EXCEPTIONAL CUSTOMER EXPERIENCE

Issue 24—January 05, 2024

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**

- **Total Toxic Exposure Screenings**: 5,078,680 (09/06/2022–12/31/2023)
- **Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure**: 2,199,138 (43.30%)
- **Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure**: 438,826 (8.64%)
- **Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure**: 1,760,312 (34.66%)

- **New Enrollees in the PACT Act Planning Population** (as of 12/31/2023): 223,934
- **New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)**: 102,441

- **Current Enrollees in the PACT Act Planning Population (as of 12/31/2023)**: 3,969,547

**Benefits Experience**

- **Claims Submitted and Completed—PACT Act-Related**
  - **PACT Act Related-Submitted**: 610,185
  - **PACT Act Related-Completed**: 602,406

- **Claims Submitted and Completed—Non-PACT Act-Related**
  - **Non-PACT Act Related-Submitted**: 1,952,757
  - **Non-PACT Act Related-Completed**: 1,932,397

The charts below show the past 12 weeks (a rolling 12-week view).
PACT Act Claims Submission Methods

- **29.7%** PACT Act Claims Electronically Submitted (08/10/2022–12/30/2023)
- **91.8%** Electronic Claims Submitted by Veterans
- **8.2%** Electronic Claims Submitted by Power of Attorney
- **70.3%** PACT Act Claims Submitted by Mail (08/10/2022–12/30/2023)
- **85.4%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PACT RELATED</td>
<td>538,242</td>
<td>537,876</td>
<td>535,067</td>
<td>533,055</td>
<td>529,786</td>
<td>522,960</td>
<td>519,724</td>
<td>515,981</td>
<td>510,359</td>
<td>503,190</td>
<td>494,713</td>
<td>489,834</td>
</tr>
<tr>
<td>NON-PACT RELATED</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>
<td>562,186</td>
<td>563,583</td>
<td>561,032</td>
<td>559,777</td>
<td>557,791</td>
<td>556,471</td>
</tr>
</tbody>
</table>

- **89,379** Total Pending PACT Act Related Claims with Partial Decisions (as of 12/30/2023)
- **40,287** Total Pending Non-PACT Act Related Claims with Partial Decisions (as of 12/30/2023)

**489,834** Total Pending PACT Act Related Claims (as of 12/30/2023)

**138.1** Average Days Pending for PACT Act Related Claims (12/30/2023)

**249,240** Total PACT Act Related Claims Pending <=125 Days (12/30/2023)

**106.7** Average Days Pending for Non-PACT Act Related Claims (12/30/2023)

**391,084** Total Non-PACT Act Related Claims Pending <=125 Days (12/30/2023)

**556,471** Total Pending Non–PACT Act Related Claims (as of 12/30/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims

<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>239,945</td>
<td>243,407</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>155,887</td>
<td>158,219</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>75,753</td>
<td>76,338</td>
<td>53%</td>
<td>47%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>70,689</td>
<td>71,948</td>
<td>48%</td>
<td>52%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>39,345</td>
<td>40,353</td>
<td>23%</td>
<td>77%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons

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:

- **22,920,013** Total Page Views  
  (08/10/2022–12/31/2023)
- **904,180** Total Clicks on Call to Action to File a Disability Claim Online  
  (08/10/2022–12/31/2023)
- **188,746** Total Clicks on Call to Action to Enroll in Health Care  
  (08/10/2022–12/31/2023)

VA Call Centers

- **1,068,317** Total MyVA411 that Access the PACT Act Main Menu (Press 8)  
  (10/20/2022–12/31/2023)
- **250,899** Calls that Access Option 1 to Learn More about PACT Act and Health Care  
  (10/20/2022–12/31/2023)
- **205,963** Calls that Access Option 2 to Learn More about PACT ACT Benefits  
  (10/20/2022–12/31/2023)
- **285,140** Calls that Access Option 3 to Learn More about the PACT Act Overall  
  (10/20/2022–12/31/2023)

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://department.va.gov/pactdata/](https://department.va.gov/pactdata/) (this link has been updated from previous issues). This data will be updated on a monthly basis.
New Enrollees in Priority Groups 1, 2, or 3

Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

Total Toxic Exposure Screenings

Upcoming Outreach Calendar

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

Total Veterans with Completed PACT Act Claims

Total Veterans/Survivors with Completed PACT Act Claims

Cumulative Total of Non-PACT Related Claims Completed

PACT Act Related Rating Claims Completed <= 125 days

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.

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

This statistic measures the number of VHA Toxic Exposure Screenings where a Veteran identified exactly one exposure.

This statistic identifies the total number of VHA Toxic Exposure Screenings where a Veteran identified at least one potential concern related to toxic substances exposure.

Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure and also those who identified more than one exposure; this metric only includes Veterans who identify exactly one exposure.

Weekly Total: Non-PACT Act Related Claims Completed

This statistic identifies the total number of VHA Toxic Exposure Screenings where a Veteran identified exactly 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 exactly one exposure during the screening.

Please note the difference from the metric above—the metric above includes Veterans who identified at least one exposure to toxic substances and the more direct definition identified in the accompanying table of PACT Act Planning Population.

Weekly Total: PACT Act Related Claims Submitted

New Enrollees in Priority Groups 1, 2, or 3

New Enrollees enrolled with a PACT Act Authority

Non-PACT Act Related Claims Completed <= 125 days

Non-PACT Act Related Claims Pending <= 125 days

Weekly Total: PACT Act Related Claims Completed

Cumulative Total: PACT Act Related Claims Completed

Cumulative Total: Non-PACT Related Claims Completed

Total Veterans/Survivors with Completed PACT Act Claims

Total VHA claims with at least one PACT Act-related condition completed each week.

PACT Act Related Rating Claims Pending <= 125 days

PACT Act Related Claims Completed <= 125 days

Average Days for PACT Act Claims Completion

Weekly Total: PACT Act Related Claims Submitted

This statistic identifies the number of Veterans who identifies exactly one exposure to toxic substances and are a member of one or more of the three PACT Act eligible cohorts (Vietnam, Gulf War, Post 9-11).

This statistic identifies the total number of VHA Toxic Exposure Screenings where a Veteran identified exactly one exposure to toxic substances and are a member of one or more of the three PACT Act eligible cohorts (Vietnam, Gulf War, Post 9-11).

This statistic identifies the total number of VHA Toxic Exposure Screenings where a Veteran identified at least one exposure to toxic substances and are a member of one or more of the three PACT Act eligible cohorts (Vietnam, Gulf War, Post 9-11).

This metric identifies the number of VHA Toxic Exposure Screenings where a Veteran identified at least one exposure to toxic substances.

This metric 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 exactly one exposure and also those who identified more than one exposure; this metric only includes Veterans who identify exactly one exposure.

This metric 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 exactly one exposure to toxic substances.

This metric identifies the total 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 Exposure, Agent Orange Radiation Exposure, and/or Other Exposures.

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

This metric measures the number of new enrollees who were specifically enrolled with an authority provided by the PACT Act (PL. 117-164). 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 benefits claims with at least one PACT Act-related condition received since August 10, 2022.

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

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

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

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

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total MyVA411 Calls that Access the PACT Act Main Menu (Press 8)</td>
<td>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.</td>
</tr>
</tbody>
</table>

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Pending PACT Act Claims</td>
<td>This statistic identifies the number of currently pending PACT Act-related disability claims where a partial decision was rendered on the claim.</td>
</tr>
</tbody>
</table>

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Pending PACT Act Related Claims with Partial Decisions</td>
<td>This metric identifies the top 5 most frequent conditions on PACT Act related disability claims with breakdowns 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.</td>
</tr>
</tbody>
</table>

**Page Four**

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total MyVA411 Calls that Access the PACT Act Main Menu (Press 8)</td>
<td>This statistic identifies the number of calls to 1-800-MyVA411 where callers selected the PACT Act Main Menu (Press 8).</td>
</tr>
</tbody>
</table>

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA.gov/PACT Page Views</td>
<td>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.</td>
</tr>
</tbody>
</table>

**Stewardship**

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

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time Equivalent Employee (FTE)</td>
<td>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(b)).</td>
</tr>
</tbody>
</table>

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>An employee who has been hired under an appointment that is not time delimited.</td>
</tr>
</tbody>
</table>

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Employee</td>
<td>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.</td>
</tr>
</tbody>
</table>

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term Employee</td>
<td>The amount of funding provided to each Administration or Staff Office.</td>
</tr>
</tbody>
</table>

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Onboarded</td>
<td>Obligation means a binding agreement that will result in outlays, immediately or in the future.</td>
</tr>
</tbody>
</table>

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds Allocated</td>
<td>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.</td>
</tr>
</tbody>
</table>

**Metric/Term**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obligations</td>
<td>An employee who has been hired under an appointment that is not time delimited.</td>
</tr>
</tbody>
</table>