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
- CALL 1-800-MyVA411
- 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

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

Please visit Serving America's Veterans for more information.

Making a Difference Through the PACT Act

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

VA IS EXPANDING CARE AND BENEFITS FOR VETERANS AND SURVIVORS

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

Expanding Benefits

- **697,130** Total PACT Act Claims Approved (08/10/2022–01/13/2024)
- **922,911** Cumulative Total PACT Related Claims Completed (08/10/2022–01/13/2024)
- **158.8** Average Days for PACT Act Related Claim Completion (01/13/2024)

Expanding Care

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

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

- **302,386**
- **368,972** +66,586

91.5% VA Health Care 90-Day Trust Score (09/04/2023–01/15/2024)

UPCOMING OUTREACH CALENDAR

- **January 27, 2024**
  - Guam PACT Act Registration and Community Call
  - Hagatna, Guam
  - VIEW EVENT

- **January 27, 2024**
  - Veteran Town Hall
  - Decatur, GA
  - VIEW EVENT

- **February 07, 2024**
  - Veterans Resource Fair and Town Hall
  - Evansville, IN
  - VIEW EVENT

- **February 08, 2024**
  - VA Clinic Outreach Event
  - Raton, NM
  - VIEW EVENT

For more information on PACT Act events and other events, please visit https://www.va.gov/outreach-and-events/events/.
VA is committed to providing world class and timely health care, benefits and services to Veterans and Survivors. In this section, we measure VA’s success in delivering outstanding and timely support and in earning the Veteran’s and Survivor’s trust.

### Care Experience

- **5,122,449** Total Toxic Exposure Screenings (09/06/2022–01/14/2024)
- **444,294 (8.67%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure
- **1,779,149 (34.73%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

- **2,223,443 (43.41%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **228,805** New Enrollees in the PACT Act Planning Population (08/10/2022–01/14/2024)
- **105,787** New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

### Benefits Experience

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

- **158.8** Average Days For PACT Act Related Claim Completion (01/13/2024)
- **42.2%** PACT Act Related Rating Claims Completed <=125 Days (01/13/2024)

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

- **2,001,043** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–01/13/2024)
- **1,980,207** Cumulative Total Non-PACT Related Claims Completed (08/10/2022–01/13/2024)

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

- **64.3%**
PACT Act Claims Submission Methods

- **29.6%** PACT Act Claims Electronically Submitted (08/10/2022–01/13/2024)
- **91.9%** Electronic Claims Submitted by Veterans
- **8.1%** Electronic Claims Submitted by Power of Attorney
- **70.4%** PACT Act Claims Submitted by Mail (08/10/2022–01/13/2024)
- **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>Inventory Pending-PACT Related</th>
<th>Inventory Pending-Non-PACT Related</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>WEEKLY TOTALS</th>
<th>PACT RELATED</th>
<th>NON-PACT RELATED</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/28 2023</td>
<td>535,067</td>
<td>559,552</td>
</tr>
<tr>
<td>11/04 2023</td>
<td>533,055</td>
<td>563,784</td>
</tr>
<tr>
<td>11/11 2023</td>
<td>529,786</td>
<td>568,554</td>
</tr>
<tr>
<td>11/18 2023</td>
<td>522,960</td>
<td>562,285</td>
</tr>
<tr>
<td>11/25 2023</td>
<td>519,724</td>
<td>562,186</td>
</tr>
<tr>
<td>12/02 2023</td>
<td>515,981</td>
<td>563,583</td>
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<td>12/09 2023</td>
<td>510,359</td>
<td>561,032</td>
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<tr>
<td>12/16 2023</td>
<td>503,190</td>
<td>559,777</td>
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<tr>
<td>12/23 2023</td>
<td>494,713</td>
<td>557,791</td>
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<tr>
<td>12/30 2023</td>
<td>489,834</td>
<td>556,471</td>
</tr>
<tr>
<td>01/06 2024</td>
<td>487,042</td>
<td>561,723</td>
</tr>
<tr>
<td>01/13 2024</td>
<td>479,584</td>
<td>556,947</td>
</tr>
</tbody>
</table>

- **479,584** Total Pending PACT Act Related Claims (as of 01/13/2024)
- **556,947** Total Pending Non–PACT Act Related Claims (as of 01/13/2024)

**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>249,773</td>
<td>253,431</td>
<td>74%</td>
<td>26%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>163,685</td>
<td>166,129</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>79,736</td>
<td>80,352</td>
<td>53%</td>
<td>47%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>74,654</td>
<td>75,979</td>
<td>48%</td>
<td>52%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>41,826</td>
<td>42,906</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:

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

VA Call Centers

- **1,090,454** Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022–01/14/2024)
- **254,827** Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022–01/14/2024)
- **208,803** Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022–01/14/2024)
- **289,029** Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022–01/14/2024)

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/ (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 1 Potential Exposure
Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
Total Toxic Exposure Screenings

Increase in New Enrollees in VHA
Upcoming Outreach Calendar

EXPLANATION OF TERMS
Issue 25—January 19, 2024

DEPARTMENT OF VETERANS AFFAIRS   |    VA PACT ACT PERFORMANCE DASHBOARD          ISSUE TWENTY-FIVE
**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 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.
- 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.

**Most Frequent Denial Reasons**

**Definition**
- 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 byPresumption: 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.

**Page Four**

**Metric/Term**
- MyVA411 Calls that Access the PACT Act Main Menu (Press 8)
- MyVA411 Calls that Access the PACT Act Main Menu (Press 8)

**Definition**
- This metric 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)).
- 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: “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.