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:

- APPLY FOR PACT ACT: VA.gov/PACT
- VA.GOV: ask.VA.gov
- CALL: 1-800-MyVA411
- WALK-IN: VA.gov/find-locations/
- VETERANS SERVICE ORGANIZATION: VA.gov/disability/get-help-filing-claim

Help spread the word—download PACT Act Outreach Materials!

Highlight

A top priority for VA in 2024 is continuing to reach and encourage Veterans to enroll in VA health care. Partly thanks to the PACT Act, we have seen a 26.2% increase in health care enrollments year-over-year among Veterans. Our health care is delivered by people who know how to treat Veteran-specific conditions, because they see Veterans every day. In fact, many of our clinicians are Veterans themselves. That’s a big reason why Veterans who are enrolled in VA health care are proven to have better health outcomes than non-enrolled Veterans—and our patient satisfaction rates outperform the private sector.

Making a Difference Through the PACT Act

Curtis Paarmann served in the U.S. Army from May 25, 1988, to October 31, 1996, during the Gulf War Era and peacetime. Mr. Paarmann filed his first claim for PACT Act service-connected benefits in March 2023 after his roommate encouraged him to apply. He was awarded a 100 percent disability under the PACT Act, along with several other service-connected disabilities, resulting in a 100 percent disability rating. He received $44,754 in retroactive benefits. Mr. Paarmann shared that the PACT Act will now allow him to pay off his medical bills from his cancer treatment. He encourages all Veterans and survivors to apply for care and benefits under the PACT Act.

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

- **729,632** Total PACT Act Claims Approved (08/10/2022–01/27/2024)
- **967,835** Cumulative Total PACT Related Claims Completed (08/10/2022–01/27/2024)
- **159.9** Average Days for PACT Act Related Claim Completion (01/27/2024)

Expanding Care

- **239,649** New Enrollees in the PACT Act Planning Population (08/10/2022–01/28/2024)
- **310,982** Total New VHA Enrollees: (through 01/29/2024)

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

- **5,155,572** Total Toxic Exposure Screenings (09/06/2022–01/28/2024)
- **2,242,390 (43.49%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **448,722 (8.70%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,793,668 (34.79%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

### Benefits Experience

#### Claims Submitted and Completed—PACT Act-Related
- **665,217** Total Veterans/Survivors with Approved PACT Act Related Claims (08/10/2022–01/27/2024)
- **841,164** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–01/27/2024)

#### Claims Submitted and Completed—Non-PACT Act Related
- **2,046,118** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–01/27/2024)
- **126.8** Average Days For Non-PACT Related Claim Completion (01/27/2024)

The charts below show the past 12 weeks (a rolling 12-week view).
Pending Claims—PACT Related and Non-PACT Related

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

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</tr>
</thead>
<tbody>
<tr>
<td>PACT RELATED</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>
<td>487,042</td>
<td>479,584</td>
<td>473,902</td>
<td>466,483</td>
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<tr>
<td>NON-PACT RELATED</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>
<td>556,723</td>
<td>556,947</td>
<td>553,908</td>
<td>548,331</td>
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**466,483**
Total Pending PACT Act Related Claims (as of 01/27/2024)

**548,331**
Total Pending Non-PACT Act Related Claims (as of 01/27/2024)

**142.4**
Average Days Pending for PACT Act Related Claims (01/27/2024)

**236,029**
Total PACT Act Related Claims Pending <= 125 Days (01/27/2024)

**108.2**
Average Days Pending for Non-PACT Act Related Claims (01/27/2024)

**378,860**
Total Non-PACT Act Related Claims Pending <= 125 Days (01/27/2024)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 01/27/2024)

<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>259,896</td>
<td>263,757</td>
<td>74%</td>
<td>26%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>171,491</td>
<td>174,054</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>83,826</td>
<td>84,474</td>
<td>53%</td>
<td>47%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>78,685</td>
<td>80,092</td>
<td>48%</td>
<td>52%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>44,416</td>
<td>45,562</td>
<td>23%</td>
<td>77%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (as of 01/27/2024)

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

- **22,302,788** Total Page Views
  (08/10/2022–01/28/2024)
- **922,460** Total Clicks on Call to Action to File a Disability Claim Online
  (08/10/2022–01/28/2024)
- **192,380** Total Clicks on Call to Action to Enroll in Health Care
  (08/10/2022–01/28/2024)

**VA Call Centers**

- **1,113,423** Total MyVA411 that Access the PACT Act Main Menu (Press 8)
  (10/20/2022–01/28/2024)
- **258,839** Calls that Access Option 1 to Learn More about PACT Act and Health Care
  (10/20/2022–01/28/2024)
- **211,742** Calls that Access Option 2 to Learn More about PACT ACT Benefits
  (10/20/2022–01/28/2024)
- **293,030** Calls that Access Option 3 to Learn More about the PACT Act Overall
  (10/20/2022–01/28/2024)

**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.
**EXPLANATION OF TERMS**

**Total Toxic Exposure Screenings**
- This statistic identifies the total number of VHA Toxic Exposure Screenings. 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 identify more than one potential concern.

**Weekly Total: PACT Act Related Claims Completed**
- This metric 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 exposure to toxic substances.

**New Enrollees in Priority Groups 1, 2, or 3**
- This statistic identifies the number of Veterans enrolled in VA health care who are assigned to one of the 8 priority groups that impact how soon they are signed up for health care.

**Cumulative Total: PACT Act Related Claims Submitted**
- This metric identifies the unique number of Veterans and Survivors who have filed a PACT Act benefit claim which VBA processed to completion.

**PACT Act Related Rating Claims Completed <= 125 days**
- This statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition completed 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.

**VHA Trust Score**
- This score reflects the percentage of responses in which Veterans identified at least one potential concern related to a toxic substance exposure, and the percentage of responses in which Veterans identified at least one exposure to toxic substances.

**PACT Act Planning Population**
- This statistic identifies the number of non-PACT VBA benefits claims that have been completed in 125 days or less. This metric identifies the number of VBA 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 exposure to toxic substances.

**New Enrollees in the PACT Act Planning Population**
- This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022. This metric identifies the number of PACT Act related claims completed each week.

**Weekly Total: Non-PACT Act Related Claims Completed**
- This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022. This metric identifies the unique number of Veterans and Survivors who have filed a PACT Act benefit claim which VBA processed to completion.

**Cumulative Total: Non-PACT Related Claims Completed**
- 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. This metric identifies the number of Veterans enrolled online or by phone, as well as those who are enrolling from populations VA assesses as becoming eligible due to the PACT Act.

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

**Total Survivors with Completed PACT Act Claims**
- 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 identify more than one potential concern.

**Total Survivors with Completed PACT Act Claims**
- This statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition completed since August 10, 2022. This metric identifies the number of VBA benefits claims with at least one PACT Act related condition completed since August 10, 2022.

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

**Total VHA Enrollees**
- This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022. This metric identifies the number of VBA benefits claims with at least one PACT Act related condition completed since August 10, 2022.

**Total VHA Enrollees**
- This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022. This metric identifies the number of VBA benefits claims with at least one PACT Act related condition completed since August 10, 2022.

**Total VHA Enrollees**
- This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022. This metric identifies the number of VBA benefits claims with at least one PACT Act related condition completed since August 10, 2022.

**Total VHA Enrollees**
- This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022. This metric identifies the number of VBA benefits claims with at least one PACT Act related condition completed since August 10, 2022.

**Total VHA Enrollees**
- This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022. This metric identifies the number of VBA benefits claims with at least one PACT Act related condition completed since August 10, 2022.

**Total VHA Enrollees**
- This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022. This metric identifies the number of VBA benefits claims with at least one PACT Act related condition completed since August 10, 2022.

**Total VHA Enrollees**
- This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022. This metric identifies the number of VBA benefits claims with at least one PACT Act related condition completed since August 10, 2022.
### 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**
- Most Frequent Denial Reasons
  - 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.

**Metric/Term**
- Total MyVA411 Calls that Access the PACT Act Main Menu (Press 8)
- Total Clicks on Call to Action to Enroll in Health Care
- Total Clicks on Call to Action to File a Disability Claim Online
- VA.gov/PACT Page Views
- 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 MyVA411 Calls that Access the PACT Act Main Menu (Press 8)
  - 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.
- 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 Health Care" link to apply for VA health care online.
- Total Clicks on Call to Action to File a Disability Claim Online
  - 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.

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**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**
- 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), which provides information about the PACT Act to callers.

**Metric/Term**
- Full-Time Equivalent Employee (FTE)
- Account
- Permanent Employee
- Term Employee
- Onboarded
- Funds Allocated
- Obligations

**Definition**
- Full-Time Equivalent (FTE) 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)).
- Account refers to a separate financial reporting unit used by the Federal Government to record budget authority, outlays and income for budgeting or management 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 (i.e., the number of personnel encumbering positions) are the number of employees (i.e., headcount) onboard when the data are reported.
- Funds Allocated
  - The amount of funding provided to each Administration or Staff Office.
- Obligation
  - Obligation means a binding agreement that will result in outlays, immediately or in the future.