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 24/7/365
- 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

On March 5, Jon Stewart shared a video on X highlighting VA’s historic health care expansion for Veterans under the PACT Act. All Veterans who meet the basic service and discharge requirements and who were exposed to toxins and other hazards while serving our country—at home or abroad—are eligible to enroll directly in VA health care without first applying for VA benefits.

Watch the PSA here.

Making a Difference Through the PACT Act

Veteran William McLamb served in the Vietnam era and filed his first claim with VA in September 2022. Six months later, he attended a VA outreach event in Cary, North Carolina, unsure what to expect. During the day, he sat with a Rating Veteran Service Representative (RVSR), sharing his experiences in service and the health concerns that had arisen since that time. The RVSR reviewed William’s claim, as well as treatment records available from the Veterans Health Administration. The evidence was sufficient to grant a 100% evaluation on the spot, including an earlier effective date of August 10, 2022, thanks to PACT Act legislation. During the event, Veterans Benefits Administration (VBA) claims processors worked together to complete and promulgate the rating decision. As he was leaving, William expressed gratitude for the experience and long-term impact of the benefits he would receive from VBA. William praised the efforts of all involved, including the Veterans Service Officer who encouraged him to attend.

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

- **829,169** Total PACT Act Claims Approved (08/10/2022–03/10/2024)
- **1,103,990** Cumulative Total PACT Related Claims Completed (08/10/2022–03/09/2024)
- **162.9** Average Days for PACT Act Related Claim Completion (03/09/2024)

Expanding Care

- **272,839** New Enrollees in the PACT Act Planning Population (08/10/2022–03/10/2024)
- **38.6%** PACT Act Related Claims Completed <= 125 days (03/09/2024)

Expanding Care

- **91.7%** VA Health Care 90-Day Trust Score (11/27/2023–03/11/2024)

For more information on PACT Act events 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

- **5,301,371**
  - Total Toxic Exposure Screenings
    - (09/06/2022–03/10/2024)

- **2,326,297 (43.88%)**
  - Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

- **467,758 (8.82%)**
  - Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

- **1,858,539 (35.06%)**
  - Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

- **128,657**
  - New Enrollees in the PACT Act Planning Population*
    - (08/10/2022–03/10/2024)

- **249,236**
  - New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

- **4,012,316**
  - Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022

- **749,826**
  - Total Veterans/Survivors with Approved PACT Act Related Claims
    - 08/10/2022–03/09/2024)

- **740,986**
  - Total Veterans with Approved PACT Act Related Claims
    - 08/10/2022–03/09/2024)

- **931,289**
  - Total Survivors with Approved PACT Act Related Claims

- **1,477,382**
  - Cumulative Total PACT Related Claims Submitted
    - (08/10/2022–03/09/2024)

- **1,453,138**
  - Total Veteran PACT Related Claims Submitted

- **1,086,672**
  - Total Survivor PACT Related Claims Submitted

- **1,103,999**
  - Total Veterans with Completed PACT Act Related Claims

- **2,204,367**
  - Cumulative Total Non-PACT Related Claims Submitted
    - (08/10/2022–03/09/2024)

- **2,220,563**
  - Cumulative Total Non-PACT Related Claims Submitted
    - (08/10/2022–03/09/2024)

- **727,839**
  - New Enrollees in the PACT Act Planning Population
    - (08/10/2022–03/10/2024)

- **59%**
  - New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

- **219,991 NEW**
  - Prior Group (PG) Change Increases for All VHA Enrollees
    - (10/01/2022–03/10/2024)

- **266,491 NEW**
  - PG 1-3

- **183,034 NEW**
  - PG 7-8 to PG 6

### Benefits Experience

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

- **162.9**
  - Average Days For PACT Act Related Claim Completion
    - (03/09/2024)

- **38.6%**
  - PACT Act Related Rating Claims Completed <=125 Days
    - (03/09/2024)

- **40.0%**
  - Percentage of Claims Submitted PACT Related vs. Non-PACT Related
    - (08/10/2022–03/09/2024)

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

- **127.6**
  - Average Days For Non-PACT Related Claim Completion
    - (03/09/2024)

- **61.4%**
  - Non-PACT Act Related Rating Claims Completed <=125 Days
    - (03/09/2024)
### PACT Act Claims Submission Methods

- **28.9%** PACT Act Claims Electronically Submitted (08/10/2022–03/09/2024)
- **91.8%** Electronic Claims Submitted by Veterans
- **8.2%** Electronic Claims Submitted by Power of Attorney
- **71.1%** PACT Act Claims Submitted by Mail (08/10/2022–03/09/2024)
- **85.3%** 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>
<th>WEEKLY TOTALS</th>
<th>12/23/2023</th>
<th>12/30/2023</th>
<th>01/06/2024</th>
<th>01/13/2024</th>
<th>01/20/2024</th>
<th>01/27/2024</th>
<th>02/03/2024</th>
<th>02/10/2024</th>
<th>02/17/2024</th>
<th>02/24/2024</th>
<th>03/02/2024</th>
<th>03/09/2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>PACT RELATED</td>
<td>494,713</td>
<td>489,834</td>
<td>487,042</td>
<td>473,902</td>
<td>466,483</td>
<td>461,927</td>
<td>455,843</td>
<td>450,539</td>
<td>446,422</td>
<td>444,115</td>
<td>439,553</td>
<td></td>
</tr>
<tr>
<td>NON-PACT RELATED</td>
<td>557,791</td>
<td>556,471</td>
<td>561,723</td>
<td>556,947</td>
<td>553,908</td>
<td>548,331</td>
<td>551,988</td>
<td>548,434</td>
<td>546,999</td>
<td>547,864</td>
<td>552,659</td>
<td>552,307</td>
</tr>
</tbody>
</table>

#### Inventory Pending—Non-PACT Related

- **90,404** Total Pending PACT Act Related Claims with Partial Decisions (as of 03/09/2024)
- **42,953** Total Pending Non-PACT Act Related Claims with Partial Decisions (as of 03/09/2024)

### Top 5 Most Frequent Conditions on PACT Act Related Claims

(As of 03/09/2024)

<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>291,277</td>
<td>295,710</td>
<td>73%</td>
<td>27%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>194,903</td>
<td>197,866</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>95,707</td>
<td>96,464</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>90,588</td>
<td>92,219</td>
<td>48%</td>
<td>52%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>51,729</td>
<td>53,069</td>
<td>23%</td>
<td>77%</td>
</tr>
</tbody>
</table>

### Top 5 Most Frequent Denial Reasons

(As of 03/09/2024)

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

### Average Days Pending

- **142.0** Average Days Pending for PACT Act Related Claims (03/09/2024)
- **233,863** Total PACT ACT Related Claims Pending <=125 Days (03/09/2024)
- **103.5** Average Days Pending for Non-PACT Act Related Claims (03/09/2024)
- **393,839** Total Non-PACT Act Related Claims Pending <=125 Days (03/09/2024)
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:

- **23,056,160** Total Page Views (08/10/2022–03/10/2024)
- **957,048** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–03/10/2024)
- **206,223** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–03/10/2024)

**VA Call Centers**

- **1,187,318** Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022–03/10/2024)
- **269,707** Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022–03/10/2024)
- **220,974** Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022–03/10/2024)
- **305,614** Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022–03/10/2024)

**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/](https://department.va.gov/pactdata/) (this link has been updated from previous issues). This data will be updated on a monthly basis.
This statistic identifies the total number of VHA 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 the claim. VA begins processing claims related to terminal illnesses, but may delay beginning 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 VRA'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 enrollees (newly registered healthcare beneficiaries) for the periods of August 2022-End of Current Month 2022 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.
**EXPLANATION OF TERMS (CONTINUED)**

**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)**

**Definition**
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)**

**Definition**
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)**

**Definition**
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)**

**Definition**
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**

**Definition**
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**

**Definition**
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**

**Definition**
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**

**Definition**
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**

**Definition**
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.


**Page Four**

### Metric/Term

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

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

**Definition**
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 § 85.50(i)).

**Account**

**Definition**
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**

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

**Term Employee**

**Definition**
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**

**Definition**
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**

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

**Obligations**

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