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

VA announced it has enrolled 401,006 Veterans in VA health care over the past 365 days—30% more than the 307,831 it enrolled the previous year. This is the most yearly enrollees since 2016 and nearly a 50% increase over pandemic-level enrollment in 2020. This has been made possible by the PACT Act, which has allowed VA to expand VA health care and benefits to millions of Veterans. VA encourages all Veterans, family members, caregivers, and survivors to learn more about VA and apply for their world-class health care and earned benefits today.

Making a Difference Through the PACT Act

Mr. Adam Coyle, an Army Veteran who served nine years with two deployments to Iraq and one to Afghanistan, planned to serve for twenty years. His career was cut short after he passed out while running during an Army Physical Fitness Test (APFT). A visit to the emergency room and several pulmonary function tests resulted in a severe asthma diagnosis. Mr. Coyle is the first person in his family to ever have this condition. He was a Master Fitness instructor during his service and scored a perfect score (300) on several APFTs throughout his career. The asthma diagnosis completely changed Mr. Coyle’s career, and it’s something he still struggles with daily. He’s been granted service connection for this condition and is actively receiving treatment. Mr. Coyle, now a VA employee, made it his mission to inform all Veterans about the importance of seeking treatment at VA, getting a toxic exposure screening, and keeping up on your health.

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

- **862,818** Total PACT Act Claims Approved (08/10/2022–03/23/2024)
- **1,149,438** Cumulative Total PACT Related Claims Completed (08/10/2022–03/23/2024)
- **163.8** Average Days for PACT Act Related Claim Completion (03/23/2024)

Expanding Care

- **278,155** New Enrollees in the PACT Act Planning Population (08/10/2022–03/24/2024)
- **307,831** Total New VHA Enrollees: (through 03/24/2024)

<table>
<thead>
<tr>
<th>03/25/2022–03/24/2023</th>
<th>03/23/2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>307,831</td>
<td>401,006</td>
</tr>
</tbody>
</table>

+93,175

- **37.9%** PACT Act Related Claims Completed <= 125 days (03/23/2024)
- **91.7%** VA Health Care 90-Day Trust Score (11/27/2023–03/25/2024)

UPCOMING OUTREACH CALENDAR

<table>
<thead>
<tr>
<th>April 03-04, 2024</th>
<th>April 05, 2024</th>
<th>April 06, 2024</th>
<th>April 09, 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>PACT Act Claims Clinic and Information Fair</td>
<td>PACT Act Enrollment and Remote ATLAS Orientation</td>
<td>Veterans Enrollment and Benefits Fair</td>
<td>Q&amp;A with VA</td>
</tr>
<tr>
<td>Fremont, NE</td>
<td>Gowanda, NY</td>
<td>Pensacola, FL</td>
<td>Coldwater, MI</td>
</tr>
</tbody>
</table>

VIEW EVENT

VIEW EVENT

VIEW EVENT

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**

- **5,342,943** Total Toxic Exposure Screenings (09/06/2022–03/24/2024)
- **2,351,236 (44.01%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **473,371 (8.86%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,877,865 (35.15%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

**New Enrollees in the PACT Act Planning Population (as of 03/24/2024)**

- **278,155** New Enrollees in the PACT Act Planning Population
- **59%** New Enrollees in Priority Groups 1, 2, or 3
- **1,448,481** Total Veteran PACT Related Claims Submitted
- **9,089** Total Survivors with Approved PACT Act Related Claims
- **778,145** Total Veterans/Survivors with Approved PACT Act Related Claims
- **17,828** Total Veteran PACT Related Claims Completed
- **1,149,438** Cumulative Total PACT Related Claims Submitted
- **769,082** Total Veterans with Approved PACT Act Related Claims
- **1,513,053** Cumulative Total PACT Related Claims Completed
- **965,966** Total Veterans with Completed PACT Act Related Claims

**Benefits Experience**

- **163.8** Average Days For PACT Act Related Claim Completion (03/23/2024)
- **37.9%** PACT Act Related Rating Claims Completed <=125 Days (03/23/2024)
- **40.0%** Percentage of Claims Submitted PACT Related vs. Non-PACT Related (08/10/2022–03/23/2024)
- **60.0%** Percentage of Claims Submitted Non-PACT Related

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

- **2,273,762** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–03/23/2024)
- **127.9** Average Days For Non-PACT Related Claim Completion (03/23/2024)
- **60.8%** Non-PACT Act Related Rating Claims Completed <=125 Days (03/23/2024)
PACT Act Claims Submission Methods

- **28.8%**
PACT Act Claims Electronically Submitted (08/10/2022–03/23/2024)

- **91.8%**
Electronic Claims Submitted by Veterans

- **8.2%**
Electronic Claims Submitted by Power of Attorney

- **71.2%**
PACT Act Claims Submitted by Mail (08/10/2022–03/23/2024)

- **85.3%**
Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

- **88,721**
Total Pending PACT Act Related Claims with Partial Decisions (as of 03/23/2024)

- **42,628**
Total Pending Non-PACT Act Related Claims with Partial Decisions (as of 03/23/2024)

- **429,776**
Total Pending PACT Act Related Claims (as of 03/23/2024)

- **549,432**
Total Pending Non–PACT Act Related Claims (as of 03/23/2024)

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>301,199</td>
<td>306,552</td>
<td>72%</td>
<td>28%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>202,579</td>
<td>205,672</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>99,590</td>
<td>100,377</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>94,524</td>
<td>96,232</td>
<td>48%</td>
<td>52%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>54,038</td>
<td>55,428</td>
<td>23%</td>
<td>77%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (as of 03/23/2024)

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:

- **23,316,604** Total Page Views (08/10/2022–03/24/2024)
- **969,857** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–03/24/2024)
- **211,391** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–03/24/2024)

VA Call Centers

**1,212,141**
Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022–03/24/2024)

**274,498**
Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022–03/24/2024)

**223,998**
Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022–03/24/2024)

**309,605**
Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022–03/24/2024)

**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.
EXPLANATION OF TERMS

**Page One**

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<tr>
<th>Metric/Term</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>Total Toxic Exposure Screenings</td>
<td>This statistic identifies the number of VA-exposed Veterans who have been identified as having a potential exposure to toxic substances.</td>
</tr>
<tr>
<td>Priority Groups</td>
<td>When Veterans apply for VA health care, they are assigned to 1 of 8 priority groups that impact how soon they are enrolled in for health care benefits.</td>
</tr>
<tr>
<td>New Enrollees enrolled with a PACT Act Authority</td>
<td>VA utilizes a number of authorities to enroll Veterans, both authorities granted in the PACT Act and pre-existing authorities.</td>
</tr>
<tr>
<td>Priority Group Change Increase - VA Enrollees</td>
<td>This statistic identifies the number of VA-exposed Veterans who have moved from one priority group to another.</td>
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**Page Two**

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<tr>
<td>Total Toxic Exposure Screenings</td>
<td>This statistic identifies the number of Veterans who have received a VA 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.</td>
</tr>
<tr>
<td>Priority Groups</td>
<td>When Veterans apply for VA health care, they are assigned to 1 of 8 priority groups that impact how soon they are enrolled in for health care benefits and how much they might have to pay (if anything) toward the cost of care.</td>
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<tr>
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DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD | ISSUE THIRTY — MARCH 29, 2024

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### Page Two (continued)

#### Metric/Term
- **Average Days Pending for Non-PACT Act Related Claims**
- **Non-PACT Act Related Claims Pending <= 125 days**
- **Non-PACT Act Related Claims Completed <= 125 days**
- **Cumulative Total of Non-PACT Related Claims Submitted**
- **Cumulative Total of Non-PACT Related Claims Completed**
- **Total Veterans/Survivors with Completed PACT Act Claims**
- **Total Veterans with Completed PACT Act Claims**
- **Total Survivors with Completed PACT Act Claims**

#### Definition
- **Top 3 Most Frequent Conditions on PACT Act Related Claims**: The top 3 reasons for denials on decisions on PACT disability claims: Not Incurred/Caused by Service, Not Established by Presumption, No Diagnosis.
- **Obligation**: A binding agreement that will result in outlays, immediately or in the future.
- **Full-Time Equivalent (FTE)**: 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 (50).

### 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)**
- **Total Pending PACT Act Related Claims**
- **Total Pending Non-PACT Act Related Claims with Partial Decisions**
- **Top 5 Most Frequent Conditions on PACT Act Related Claims**
- **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 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**.
- **Total pending PACT disability claims out of total number of PACT-related claims pending**.
- **PACT Act to callers**.

### 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)**

#### 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**: 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 (50).
- **Account**: 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**: 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**: 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**: The amount of funding provided to each Administration or Staff Office.
- **Obligations**: Obligation means a binding agreement that will result in outlays, immediately or in the future.