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)
- **75.1%** Approval Rate for PACT Act Related Claims (03/23/2024)
- **37.9%** PACT Act Related Claims Completed <= 125 days (03/23/2024)

Expanding Care

- **278,155** New Enrollees in the PACT Act Planning Population (08/10/2022–03/24/2024)
- **Total New VHA Enrollees**: (through 03/24/2024)
  - 03/25/2022–03/24/2023: 307,831
  - 03/25/2023–03/24/2024: 401,006 +93,175
- **91.7%** VA Health Care 90-Day Trust Score (12/26/2023–03/25/2024)*

* The start date for the VA Health Care 90-Day Trust Score has been corrected from the originally published range of 11/27/2023–03/25/2024. The percentage remains the same.

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

**5,342,943**  
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

**278,155**  
New Enrollees in the PACT Act Planning Population  
(08/10/2022–03/24/2024)

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

**133,231**  
Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure  
(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

**778,145**  
Total Veterans/Survivors with Approved PACT Act Related Claims  
(08/10/2022–03/23/2024)

**769,082**  
Total Veterans with Approved PACT Act Related Claims  
(08/10/2022–03/23/2024)

**7,089**  
Total Survivors with Approved PACT Act Related Claims  
(08/10/2022–03/23/2024)

**983,166**  
Total Veterans/Survivors with Completed PACT Act Related Claims  
(08/10/2022–03/23/2024)

**965,966**  
Total Veterans with Completed PACT Act Related Claims  
(08/10/2022–03/23/2024)

**17,261**  
Total Survivors with Completed PACT Act Related Claims  
(08/10/2022–03/23/2024)

**1,488,481**  
Cumulative Total PACT Act Related Claims Submitted  
(08/10/2022–03/23/2024)

**1,131,610**  
Cumulative Total PACT Act Related Claims Completed  
(08/10/2022–03/23/2024)

**1,488,481**  
Total Veteran PACT Act Related Claims Submitted  
(08/10/2022–03/23/2024)

**1,131,610**  
Total Veteran PACT Act Related Claims Completed  
(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)

### Benefits Experience

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

**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  
(08/10/2022–03/23/2024)

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

**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

<table>
<thead>
<tr>
<th>Inventory Pending-PACT Related</th>
<th>Inventory Pending-Non-PACT Related</th>
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</thead>
<tbody>
<tr>
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</tbody>
</table>

- **429,776** Total Pending PACT Act Related Claims (as of 03/23/2024)
- **140.9** Average Days Pending for PACT Act Related Claims (03/23/2024)
- **234,648** Total PACT Act Related Claims Pending <=125 Days (03/23/2024)
- **103.1** Average Days Pending for Non-PACT Act Related Claims (03/23/2024)
- **396,357** Total Non-PACT Act Related Claims Pending <=125 Days (03/23/2024)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 03/23/2024)

<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>301,919</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.
Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure

This statistic identifies the number of VBA 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.

New Enrollees in the PACT Act Planning Population

This statistic identifies the total number of VBA benefits claims completed each week not related to PACT Act.

New VHA Enrollees

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

Increase in New Enrollees in VHA

Please note the difference from the metric above—the metric above includes Veterans who identify exactly one potential concern; this metric includes Veterans who identify more than one potential concern.

Upcoming Outreach Calendar

This metric measures the number of new enrollees who were specifically enrolled with an authority provided by the PACT Act (P.L. 117-168). 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. Change Avenues:

- PG4 to PG1: Enrollees in priority group 4, 5, 6, 7B, 7A, 8A, 8C, 8B, or 8D that moved to priority group 1, 2, 3.
- PG7 to PG1: Enrollees in priority group 7 or 8 that moved to priority group 1.

This metric identifies the number of VBA benefit 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.

Total VBA Benefit Claims Submitted

Percentage of VBA benefit claims where at least one condition was granted (regardless of whether or not the condition was filed under PACT).

New VHA Enrollees

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Increase in New Enrollees in VHA

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Upcoming Outreach Calendar

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Upcoming Outreach Calendar

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Increase in New Enrollees in VHA

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### Page Two (continued)

**Metric/Term**

- Average Days Pending for Non-PACT 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**

This metric identifies the average number of days it takes VBA to process a Non-PACT Act-related benefit claim.

This statistic identifies the current number of pending VBA benefit claims with one or more Non-PACT Act-related conditions less than 125 days old.

This statistic identifies the number of non-PACT VBA benefit claims that have been completed in 125 days or less.

This statistic identifies the cumulative total of VBA benefit claims received since August 10, 2022, which are not related to the PACT Act.

This statistic identifies the cumulative total of VBA benefit claims completed since August 10, 2022, which are not related to the PACT Act.

This metric identifies the unique number of Veterans who filed a PACT Act benefit claim which VBA processed to completion.

This metric identifies the unique number of Survivors who filed a PACT Act benefit claim which VBA processed to completion.

### Page Three

**Metric/Term**

- Total Number of Calls to 1-800-MyVA411 where callers selected the PACT Act Main Menu (Press 8)
- Total Veterans with Completed PACT Act Claims
- Total Veterans/Survivors with Completed PACT Act Claims
- 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
- Total Pending PACT Act Related Claims with Partial Decisions
- Total Pending Non-PACT Act Related Claims with Partial Decisions
- Cumulative Total of Non-PACT Related Claims Submitted
- Cumulative Total of Non-PACT Related Claims Completed
- 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 calls to 1-800-MyVA411 where callers selected the PACT Act Main Menu (Press 8).
- This metric identifies the number of calls to the automated MyVA411 line (option 8), which provides information about the PACT Act to callers.

- 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.

- This metric 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.

- This statistic identifies the cumulative total of VBA benefits claims completed since August 10, 2022, which are not related to the PACT Act.

- This statistic identifies the cumulative total of VBA benefits claims received since August 10, 2022, which are not related to the PACT Act.

- This metric identifies the unique number of Veterans who have filed a PACT Act benefit claim which VBA processed to completion.

- This metric identifies the unique number of Survivors who have filed a PACT Act benefit claim which VBA processed to completion.

### 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)

**Definition**

- This statistic identifies the number of calls to 1-800-MyVA411 where callers selected the PACT Act Main Menu (Press 8).

- This statistic identifies the total number of calls 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 9-85 (5c).

- 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.

- 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.

- 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).

- 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.