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

Highlight

VA announced that Veteran trust in VA outpatient care has increased to 91.8%—up from 85.6% in 2018 (the first year since VA began conducting this survey). As Veteran trust in VA has increased, more Veterans have also begun to choose VA care. VA 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 highest number of enrollees in a single year in at least the past five years at VA and nearly a 50% increase over pandemic-level enrollment in 2020. VA’s historic health care enrollment has been made possible by the bipartisan PACT Act, which has allowed VA to expand VA health care and benefits to millions of Veterans.

Making a Difference Through the PACT Act

Phil, a Vietnam Veteran who served in the U.S. Navy and served in and retired from the Kansas Air National Guard, applied for VA health care after the August 2022 PACT Act became law. Phil applied for VA health care on September 6, 2022, and submitted a VA disability claim at a local VA enrollment fair in Kansas. His VA health care application was processed and submitted to VA’s Health Eligibility Center for final approval. On December 12, 2022, Phil was approved for VA health care. In addition, his VA disability claim for new presumptive conditions was also approved, and he is now receiving disability compensation from VA. Vietnam was four decades ago, but Veterans can now claim the benefits they earned and deserve. Here is a quote from Phil on February 12, 2023, about his benefits: “I just got notice about my VA disability claim, and they have already put money in my checking account. Thanks for all your help with everything.”

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

- **931,171** Total PACT Act Claims Approved (08/10/2022–04/20/2024)
- **1,240,383** Cumulative Total PACT Related Claims Completed (08/10/2022–04/20/2024)
- **165.3** Average Days for PACT Act Related Claim Completion (04/20/2024)
- **75.1%** Approval Rate for PACT Act Related Claims (04/20/2024)

Expanding Care

- **289,494** New Enrollees in the PACT Act Planning Population (08/10/2022–04/21/2024)
- **311,403** Total New VHA Enrollees through 04/21/2024
- **405,742 +94,339** New VA enrollees in the PACT Act Planning Population (04/21/2024–04/21/2024)
- **91.8%** VA Health Care 90-Day Trust Score (01/22/2024–04/22/2024)

UPCOMING OUTREACH CALENDAR

- **April 27, 2024**
  - Veteran Mobile Enrollment and Claims Fair
  - Wichita, KS
  - VIEW EVENT

- **April 29, 2024**
  - PACT Act Town Hall, Claims Clinic, Toxic Exposure Event
  - Saginaw, MI
  - VIEW EVENT

- **May 07, 2024**
  - Fort Belknap PACT Act and Claims Event

- **May 08, 2024**
  - PACT Act Townhall
  - Spring Hill, FL
  - VIEW EVENT

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

- **5,424,783** Total Toxic Exposure Screenings (09/06/2022–04/21/2024)
- **2,401,244 (44.26%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **484,944 (8.94%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure
- **1,916,300 (35.32%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

- **289,494** New Enrollees in the PACT Act Planning Population (08/10/2022–04/21/2024)
- **60%** New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

### Benefits Experience

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

- **835,398** Total Veterans/Survivors with Approved PACT Act Related Claims (08/10/2022–04/20/2024)
- **825,928** Total Veterans with Approved PACT Act Related Claims
- **1,053,089** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–04/20/2024)
- **1,034,991** Total Veterans with Completed PACT Act Related Claims
- **1,584,326** Cumulative Total PACT Related Claims Submitted (08/10/2022–04/20/2024)
- **1,240,383** Cumulative Total PACT Related Claims Submitted
- **2,391,293** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–04/20/2024)
- **2,373,272** Cumulative Total Non-PACT Related Claims Submitted

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

- **128.1** Average Days For Non-PACT Related Claim Completion (04/20/2024)
- **2,391,293** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–04/20/2024)
- **2,373,272** Cumulative Total Non-PACT Related Claims Submitted
- **128.1** Average Days For Non-PACT Related Claim Completion (04/20/2024)
- **59.8%** Non-PACT Act Related Rating Claims Completed \(\leq 125\) Days (04/20/2024)
### PACT Act Claims Submission Methods

**28.5%**
- PACT Act Claims Electronically Submitted (08/10/2022–04/20/2024)

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

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

**71.5%**
- PACT Act Claims Submitted by Mail (08/10/2022–04/20/2024)

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

### Pending Claims—PACT Related and Non-PACT Related

#### Weekly Totals

**PACT RELATED**
- 461,927
- 455,843
- 450,539
- 446,422
- 444,115
- 439,533
- 435,176
- 429,776
- 420,641
- 414,851
- 410,104

**NON-PACT RELATED**
- 551,988
- 548,434
- 546,999
- 547,864
- 552,659
- 552,307
- 551,638
- 549,432
- 550,202
- 553,067
- 554,132

#### Totals

- **410,104** Total Pending PACT Act Related Claims (as of 04/20/2024)
- **554,132** Total Pending Non-PACT Act Related Claims (as of 04/20/2024)
- **83,449** Total Pending PACT Act Related Claims with Partial Decisions (as of 04/20/2024)
- **41,222** Total Pending Non-PACT Act Related Claims with Partial Decisions (as of 04/20/2024)

#### Average Days Pending

- **137.9** Average Days Pending for PACT Act Related Claims (04/20/2024)
- **238,014** Total PACT ACT Related Claims Pending <=125 Days (04/20/2024)
- **101.2** Average Days Pending for Non-PACT Act Related Claims (04/20/2024)
- **409,903** Total Non-PACT Act Related Claims Pending <=125 Days (04/20/2024)

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

(As of 04/20/2024)

<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>322,990</td>
<td>328,058</td>
<td>71%</td>
<td>29%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>218,163</td>
<td>221,481</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>107,180</td>
<td>108,056</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>102,303</td>
<td>104,145</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>58,781</td>
<td>60,301</td>
<td>23%</td>
<td>77%</td>
</tr>
</tbody>
</table>

### Most Frequent Denial Reasons

(As of 04/20/2024)

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:

- **23,771,873** Total Page Views
  
  (08/10/2022–04/21/2024)

- **990,449** Total Clicks on Call to Action to File a Disability Claim Online
  
  (08/10/2022–04/21/2024)

- **218,501** Total Clicks on Call to Action to Enroll in Health Care
  
  (08/10/2022–04/21/2024)

VA Call Centers

- **1,258,624** Total MyVA411 that Access the PACT Act Main Menu (Press 8)
  
  (10/20/2022–04/21/2024)

- **282,688** Calls that Access Option 1 to Learn More about PACT Act and Health Care
  
  (10/20/2022–04/21/2024)

- **229,906** Calls that Access Option 2 to Learn More about PACT ACT Benefits
  
  (10/20/2022–04/21/2024)

- **317,381** Calls that Access Option 3 to Learn More about the PACT Act Overall
  
  (10/20/2022–04/21/2024)

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

**DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD | ISSUE THIRTY-TWO — APRIL 26, 2024**
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### Metric/Term

**Average Days Pending for Non-PACT Act Related Claims**
- **Definition:** This metric identifies the average number of days it takes VBA to process a Non-PACT Act related benefits claim.

**Non-PACT Act Related Claims Pending <= 125 days**
- **Definition:** 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.

**Non-PACT Act Related Claims Completed >= 125 days**
- **Definition:** This statistic identifies the number of non-PACT VBA benefit claims that have been completed in 125 days or less.

**Cumulative Total of Non-PACT Related Claims Submitted**
- **Definition:** This statistic identifies the cumulative total of VBA benefits claims received since August 10, 2022, which are not related to the PACT Act.

**Cumulative Total of Non-PACT Related Claims Completed**
- **Definition:** This statistic identifies the cumulative total of VBA benefits claims completed since August 10, 2022, which are not related to the PACT Act.

**Total Veterans/Survivors with Completed PACT Act Claims**
- **Definition:** This metric identifies the unique number of Veterans who filed a PACT Act benefit claim which VBA processed to completion.

**Total Survivors with Completed PACT Act Claims**
- **Definition:** This metric identifies the unique number of Survivors who filed a PACT Act benefit claim which VBA processed to completion.

### Top 5 Most Frequent Conditions on PACT Act Related Claims
- **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.**

**Total Pending PACT Act Claims**
- **Definition:** This metric identifies the current number of pending VBA benefit claims with one or more PACT Act-related conditions.

**Total Pending Non-PACT Act Claims**
- **Definition:** This statistic identifies the cumulative total of VBA benefits claims received since August 10, 2022, which are not related to the PACT Act.

**VA.gov/PACT Page Views**
- **Definition:** This statistic identifies the total number of page views for the va.gov/PACT website.

**Electronic PACT Act Claims Submitted via Power of Attorney (percentage)**
- **Definition:** This metric identifies the number of VBA claims with at least one PACT Act-related condition pending in the workload.

**Electronic PACT Act Claims Submitted by Veterans (percentage)**
- **Definition:** This metric identifies the number of currently pending PACT Act-related disability benefit claims where a partial decision was rendered on the claim.

**PACT Act Claims Submitted Electronically (percentage)**
- **Definition:** This metric identifies the number of currently pending non-PACT related disability benefit claims where a partial decision was rendered on the claim.

**PACT Act Claims Submitted through Mail (percentage)**
- **Definition:** 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.

**Mailed Claims Submitted with a Power of Attorney on File with VA (percentage)**
- **Definition:** This metric 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.

### EXPLANATION OF TERMS (CONTINUED)

- **Reminder:** Stewardship information will be included in every other issue of this dashboard publication (or when updated data is available).

**Stewardship**

- **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 9-85.50c).

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

- **Funds Allocated**
  - **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).

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