



VA PACT ACT

PERFORMANCE DASHBOARD

APRIL 12, 2024

ISSUE THIRTY-ONE
Published Bi-weekly on Fridays



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

To kick off the next phase of PACT Act eligibility and awareness, VA will host and support over 500 nationwide outreach events.

In the month of April, VA will hold over 70 events. These events range from VA town halls to community driven events. Visit VA's Outreach and Events calendar to find an event near you. Please note events will be added throughout the year.



Making a Difference Through the PACT Act

In 2016, Veteran Wendell Griffin pursued service connections for Parkinson's disease, diabetes mellitus type II, and peripheral neuropathy due to exposure to herbicides while stationed in Thailand from approximately 1971 to 1973. All previous claims and appeals were denied, as no evidence could be found that placed Mr. Griffin in a duty assignment along the perimeter of Korat Royal Air Force Base, Thailand, to allow for the granting of benefits on a presumptive basis. However, on January 1, 2023, Mr. Griffin was granted service connection for 13 disabilities and Dependents' Educational Assistance due to newly established presumptive rules under the PACT Act. Specifically, the PACT Act added the presumptive location of any United States or Royal Thai military base in Thailand from January 9, 1962, through June 30, 1976. Mr. Griffin was awarded 100 percent service connection. He encourages his fellow Veterans to learn more about 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



896,899

Total PACT Act Claims Approved
(08/10/2022–04/06/2024)



1,194,797

Cumulative Total PACT Related Claims Completed
(08/10/2022–04/06/2024)



164.6

Average Days for PACT Act Related Claim Completion
(04/06/2024)



75.1%

Approval Rate for PACT Act Related Claims
(04/06/2024)



37.4%

PACT Act Related Claims Completed <= 125 days
(04/06/2024)

Expanding Care

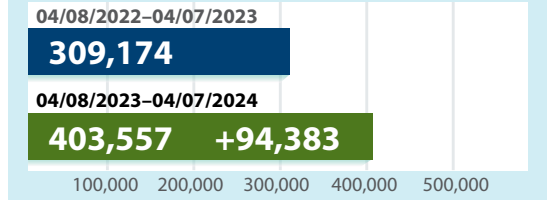


284,201

New Enrollees in the PACT Act Planning Population
(08/10/2022–04/07/2024)



Total New VHA Enrollees: (through 04/07/2024)



91.8%

VA Health Care 90-Day Trust Score
(11/27/2023–04/08/2024)

UPCOMING OUTREACH CALENDAR

April 17, 2024

PACT Act Claims Clinic
Prescott, AZ
[VIEW EVENT](#)

April 17, 2024

Virtual Veterans Town Hall
Online Event
[VIEW EVENT](#)

April 18, 2024

2024 Virtual Rural Veterans Outreach Symposium
Online Event
[VIEW EVENT](#)

April 19, 2024

PACT Act Event
Littleton, NH
[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

5,384,058
Total Toxic Exposure Screenings
(09/06/2022–04/07/2024)

2,375,971 (44.13%)
Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

478,971 (8.90%)
Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

1,897,000 (35.23%)
Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

284,201
New Enrollees in the PACT Act Planning Population
(08/10/2022–04/07/2024)

60%
New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

135,535
Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022

4,019,386
Current Enrollees in the PACT Act Planning Population
(as of 04/07/2024)

Priority Group (PG) Change Increases for All VHA Enrollees (10/01/2022–04/07/2024)

233,855
PG 4-8 to PG 1-3

277,759
PG 1-3

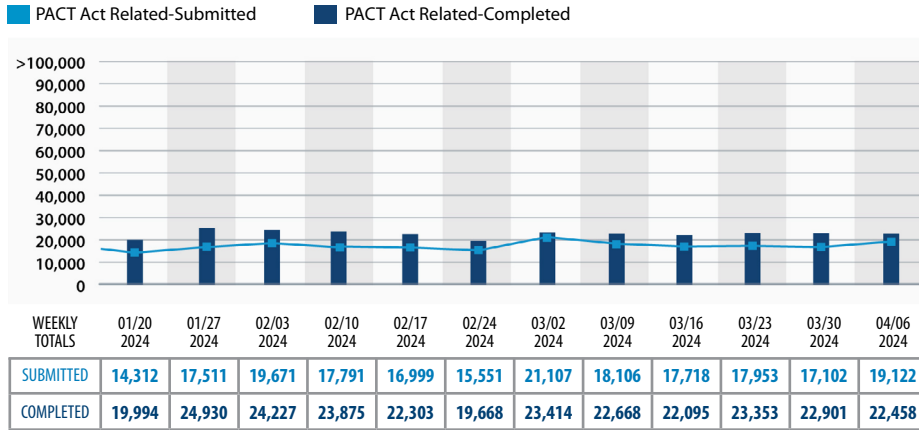
180,907
PG 7-8 to PG 6

(For more information on Priority Groups, [please click here.](#))

Benefits Experience

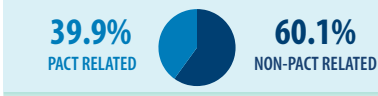
The charts below show the past 12 weeks (a rolling 12-week view).

Claims Submitted and Completed—PACT Act-Related



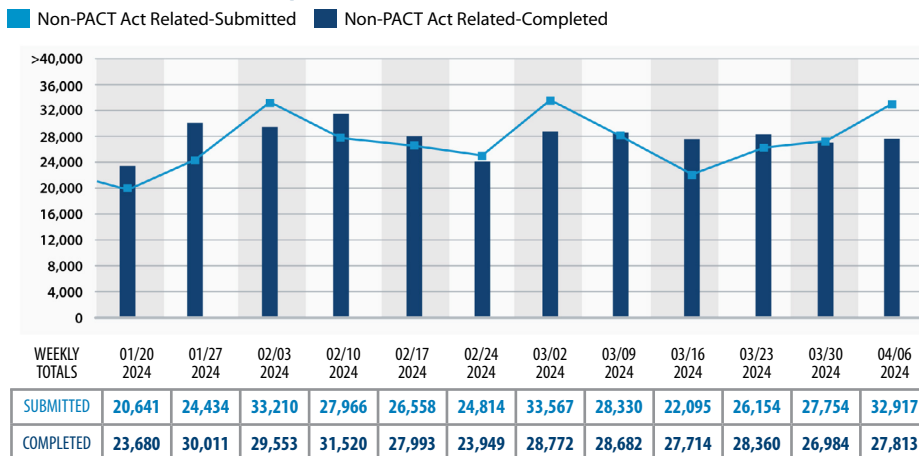
164.6
Average Days For PACT Act Related Claim Completion
(04/06/2024)

37.4%
PACT Act Related Rating Claims Completed <=125 Days
(04/06/2024)



Percentage of Claims Submitted PACT Related vs. Non-PACT Related
(08/10/2022–04/06/2024)

Claims Submitted and Completed—Non-PACT Act Related



806,834
Total Veterans/Survivors with Approved PACT Act Related Claims
(08/10/2022–04/06/2024)

797,572
Total Veterans with Approved PACT Act Related Claims
9,290
Total Survivors with Approved PACT Act Related Claims

1,018,363
Total Veterans/Survivors with Completed PACT Act Related Claims
(08/10/2022–04/06/2024)

1,000,742
Total Veterans with Completed PACT Act Related Claims
17,685
Total Survivors with Completed PACT Act Related Claims

1,549,277
Cumulative Total PACT Related Claims Submitted
(08/10/2022–04/06/2024)

1,524,342
Total Veteran PACT Related Claims Submitted
24,935
Total Survivor PACT Related Claims Submitted

1,194,797
Cumulative Total PACT Related Claims Completed
(08/10/2022–04/06/2024)

1,176,522
Total Veteran PACT Related Claims Completed
18,275
Total Survivor PACT Related Claims Completed

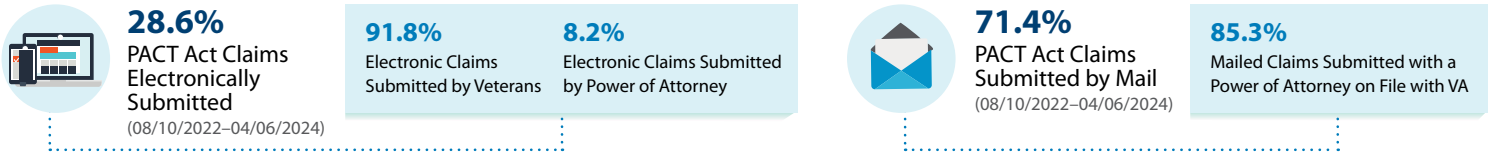
2,334,433
Cumulative Total Non-PACT Related Claims Submitted
(08/10/2022–04/06/2024)

2,315,238
Cumulative Total Non-PACT Related Claims Completed
(08/10/2022–04/06/2024)

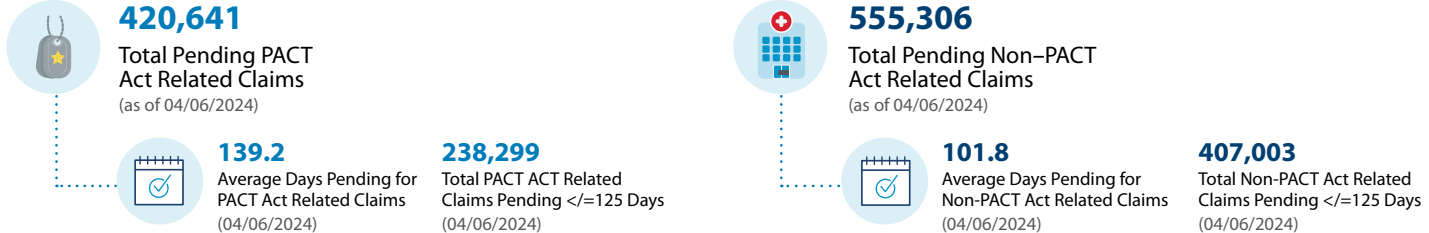
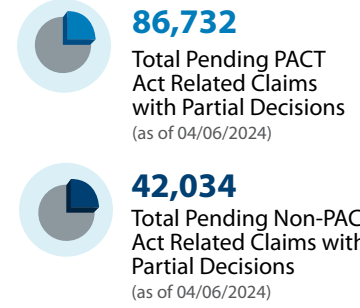
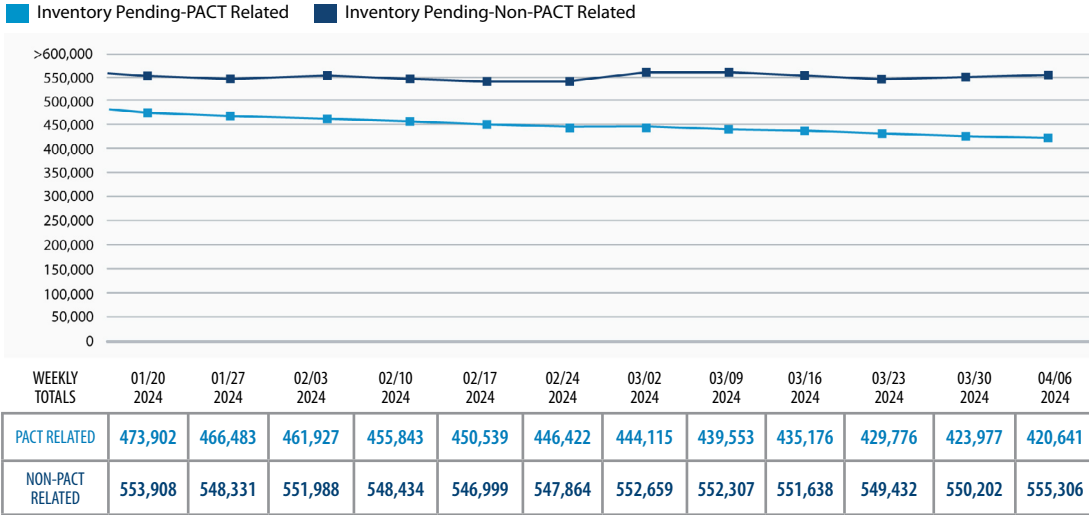
128.0
Average Days For Non-PACT Related Claim Completion
(04/06/2024)

60.3%
Non-PACT Act Related Rating Claims Completed <=125 Days
(04/06/2024)

PACT Act Claims Submission Methods



Pending Claims—PACT Related and Non-PACT Related



Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 04/06/2024)

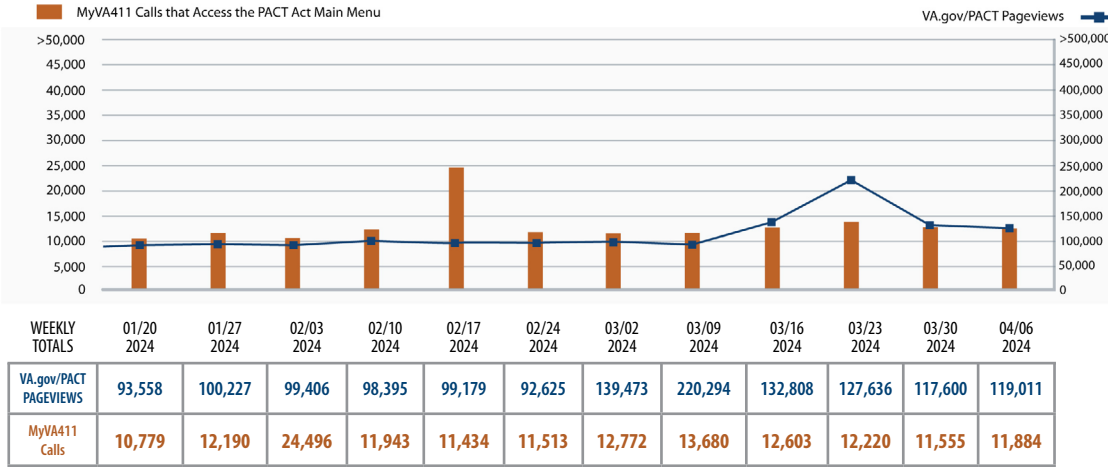
Condition	Number of Claims	Number of Issues	Percent Granted	Percent Denied
Hypertensive Vascular Disease	312,519	317,388	72%	28%
Allergic Rhinitis	210,336	213,545	79%	21%
Maxillary Sinusitis	103,387	104,219	52%	48%
Bronchial Asthma	98,436	100,217	47%	53%
Chronic Bronchitis	56,495	57,956	23%	77%

Most Frequent Denial Reasons (as of 04/06/2024)

- 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:

- 23,553,215**
Total Page Views
(08/10/2022–04/07/2024)
- 980,372**
Total Clicks on Call to Action to File a Disability Claim Online
(08/10/2022–04/07/2024)
- 215,511**
Total Clicks on Call to Action to Enroll in Health Care
(08/10/2022–04/07/2024)

VA Call Centers



1,235,580
Total MyVA411 that Access the PACT Act Main Menu (Press 8)
(10/20/2022–04/07/2024)

MAIN MENU



278,655
Calls that Access Option 1 to Learn More about PACT Act and Health Care
(10/20/2022–04/07/2024)

OPTION 1



227,058
Calls that Access Option 2 to Learn More about PACT ACT Benefits
(10/20/2022–04/07/2024)

OPTION 2



313,441
Calls that Access Option 3 to Learn More about the PACT Act Overall
(10/20/2022–04/07/2024)

OPTION 3

GEOGRAPHICAL ANALYSIS

Issue 31—April 12, 2024



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.

Page One

Metric/Term

Cumulative Total: PACT Act Related Claims Submitted
VHA Trust

Approval Rate for PACT Act Related Claims since 08/10/22 (percentage)

Average Days for PACT Act Claims Completion

PACT Act Related Rating Claims Completed <= 125 days

Total PACT Act Claims Approved

PACT Act Planning Population

New Enrollees in the PACT Act Planning Population

Total New VHA Enrollees

Increase in New Enrollees in VHA

Upcoming Outreach Calendar

Definition

This statistic identifies the total 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.

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 those claims. VA prioritized and completed some claims related to terminal illnesses, but VA did not begin 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 VA'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 enrollments (newly registered healthcare beneficiaries) for the periods of August 2022-End of Current Month 2023 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.

Page Two

Metric/Term

Total Toxic Exposure Screenings

Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure

Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

Priority Groups

New Enrollees enrolled with a PACT Act Authority

Priority Group Change Increase—VHA Enrollees **NEW**

Priority Group Eligibility Criteria

Weekly Total: PACT Act Related Claims Submitted

Weekly Total: PACT Act Related Claims Completed

Cumulative Total: PACT Act Related Claims Submitted

Cumulative Total: PACT Act Related Claims Completed

Weekly Total: Non-PACT Act Related Claims Submitted

Weekly Total: Non-PACT Act Related Claims Completed

Average Days for PACT Act Claims Completion

PACT Act Related Rating Claims Pending <= 125 days

PACT Act Related Rating Claims Completed <= 125 days

Definition

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 are not enrolled and who meet eligibility requirements will have an opportunity to enroll and receive the screening.

The screening will ask Veterans if they think they were exposed to any of these hazards while serving: Open burn pits and other airborne hazards, Gulf War-related exposures, Agent Orange Radiation, Camp Lejeune contaminated water exposure and/or Other Exposures.

This statistic 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 instance of toxic exposure during the screening.

This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified exactly one exposure to toxic substances. **Please note the difference from the metric above – the metric above includes Veterans who identified at least one (includes both those who identified one exposure and also those who identified more than one exposure); this metric only includes Veterans who identify exactly one exposure.**

This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified more than one exposure to toxic substances. **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.**

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. To learn more about the factors that impact assignment, please visit <https://www.ecfr.gov/current/title-38/chapter-I/part-17/subject-group-ECFR01c7718f2a7e24/section-17.36>.

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:

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

Within PG 1-3: Enrollees in priority group 1, 2, 3 that moved to priority group 1, 2.

PG7-8 to PG6: Enrollees in priority group 7 or 8 that moved to priority group 6.

When enrolling in VA health care, Veterans are assigned to one of eight priority groups. A Veteran's priority group can affect how much (if anything) they may have to pay toward the cost of their care.

Group 1: Service-connected disability rated as 50% or more disabling, or have service-connected disability that makes one unable to work, or received the Medal of Honor.

Group 2: Service-connected disability rated as 30% or 40% disabling.

Group 3: Former prisoner of war, or received the Purple Heart medal, or were discharged for a disability that was caused by—or got worse because of—one's active-duty service, or service-connected disability rated as 10% or 20% disabling, or awarded special eligibility classification under Title 38, U.S.C § 1151, "benefits for individuals disabled by treatment or vocational rehabilitation".

Group 4: Are receiving VA aid and attendance or housebound benefits, or received a VA determination of being catastrophically disabled.

Group 5: Do not have a service-connected disability, or have a non-compensable service-connected disability rated as 0% disabling, and have an annual income level below our adjusted income limits (based on resident ZIP code), or receiving VA pension benefits, or eligible for Medicaid programs.

Group 6: Have a compensable service-connected disability rated as 0% disabling, or exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki, or participated in Project 112/SHAD, or served in the Republic of Vietnam between 1/9/1962 and 5/7/1975, or served in Persian Gulf War between 9/2/1990 and 11/11/1998, or served on active duty at Camp Lejeune 30+ days between 8/1/1953 and 12/31/1987. VA may also assign a Veteran to priority group 6 if they meet all of the requirements listed below. Veterans are: Currently or newly enrolled in VA health care, and served in a theater of combat operations after 11/11/1998, or were discharged from active duty on or after 1/28/2003, and were discharged less than 5 years ago.

Group 7: Gross household income is below the geographically adjusted income limits (GMT) for where one lives and agrees to pay copays.

Group 8: Gross household income is above VA income limits and geographically adjusted income limits for where one lives, and agree to pay copays. Eligibility for VA health care benefits will depend on subpriority group.

This metric identifies the total number of VBA benefit claims with at least one PACT Act-related claimed issue received each week.

This metric identifies the number of VBA benefit claims with at least one PACT Act-related condition completed each week.

This statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition received since August 10, 2022.

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

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

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

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

This statistic identifies the current number of VBA benefit claims with one or more PACT Act-related conditions that have been pending for 125 days or less.

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.

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

This metric identifies the average number of days it takes VBA to process a Non-PACT Act related benefits 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 benefits claims received since August 10, 2022, which are not related to the PACT Act.
 This statistic identifies the cumulative total of VBA benefits claims completed since August 10, 2022, which are not related to the PACT Act.
 This metric identifies the unique number of Veterans and Survivors who have filed a PACT Act benefit claim which VBA processed to completion.
 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

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

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.
 This metric identifies the number of VBA claims with at least one PACT Act-related condition pending in the workload.
 This metric identifies the number of VBA claims which do not have any conditions related to the PACT Act pending in the workload.
 This metric identifies the number of currently pending PACT related disability benefit claims where a partial decision was rendered on the claim.
 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 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.
 To learn more about these health issues, please visit the Veteran's Health Library, <https://www.veteranshealthlibrary.va.gov/> and the Veteran's Health Encyclopedia, <https://www.veteranshealthlibrary.va.gov/Encyclopedia/Encyclopedia.pg?page=2&pagesize=25&letter=A>
 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.
 This statistic identifies the current number of pending VBA benefit claims with one or more PACT Act-related conditions.
 This statistic identifies the current number of pending VBA benefit claims without any PACT Act-related conditions.
 This metric identifies the number of page views for the va.gov/PACT website.
 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.
 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.

Most Frequent Denial Reasons

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

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 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)
 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 § 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 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.