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!

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**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.

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**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.

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**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)

**Expanding Care**

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

- **403,557 +94,383**
  
  Total New VHA Enrollees: (through 04/07/2024)

- **91.8%**
  
  VA Health Care 90-Day Trust Score
  
  (11/27/2023–04/08/2024)

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

- **5,384,058** 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

### Benefits Experience

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

**PACT Act Related-Submitted**

<table>
<thead>
<tr>
<th>WEEKLY TOTALS</th>
<th>SUBMITTED</th>
<th>COMPLETED</th>
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</thead>
<tbody>
<tr>
<td>01/20 2024</td>
<td>14,312</td>
<td>19,994</td>
</tr>
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<td>17,511</td>
<td>24,930</td>
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<tr>
<td>02/03 2024</td>
<td>19,671</td>
<td>24,227</td>
</tr>
<tr>
<td>02/10 2024</td>
<td>17,791</td>
<td>23,875</td>
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<td>02/17 2024</td>
<td>16,999</td>
<td>22,303</td>
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<td>02/24 2024</td>
<td>15,551</td>
<td>19,668</td>
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<tr>
<td>03/02 2024</td>
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<td>23,414</td>
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<td>03/09 2024</td>
<td>18,106</td>
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<td>03/16 2024</td>
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</tr>
<tr>
<td>03/23 2024</td>
<td>17,953</td>
<td>23,353</td>
</tr>
<tr>
<td>04/06 2024</td>
<td>17,102</td>
<td>22,901</td>
</tr>
<tr>
<td>23,917</td>
<td>22,458</td>
<td></td>
</tr>
</tbody>
</table>

**PACT Act Related-Completed**

- **19,994**
- **24,930**
- **24,227**
- **23,875**
- **22,303**
- **19,668**
- **23,414**
- **22,668**
- **22,095**
- **23,353**
- **22,901**
- **22,458**

- **164.6** Average Days For PACT Act Related Claim Completion (04/06/2024)
- **39.9%** PACT Related
- **60.1%** Non-PACT Related

- **284,201** New Enrollees in the PACT Act Planning Population (08/10/2022–04/07/2024)
- **135,535** Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022

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

- **2,334,433** Cumulative Total Non-PACT Related Claims Submitted (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 $\leq 125$ Days (04/06/2024)

- **2,019,386** Current Enrollees in the PACT Act Planning Population (as of 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

### Combined Performance

- **806,834** Total Veterans/Survivors with Approved PACT Act Related Claims 08/10/2022–04/07/2024
- **4,019,386** Current Enrollees in the PACT Act Planning Population (as of 04/07/2024)
- **797,572** 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
- **1,549,277** Cumulative Total PACT Related Claims Submitted (08/10/2022–04/07/2024)
- **1,524,342** Total Veteran PACT Related Claims Submitted
- **1,194,797** Total Survivor PACT Related Claims Submitted
- **1,176,522** Total Survivor PACT Related Claims Completed
- **1,000,742** Total Survivors with Completed PACT Act Related Claims
- **1,194,797** Total Survivor PACT Related Claims Submitted

- **797,572**
- **17,685**
- **1,549,277**
- **1,524,342**
- **1,194,797**
- **24,935**
- **26,984**
- **27,813**
- **26,984**
- **27,813**

The charts below show the past 12 weeks (a rolling 12-week view).
PACT Act Claims Submission Methods

- **28.6%** PACT Act Claims Electronically Submitted (08/10/2022–04/06/2024)
- **91.8%** Electronic Claims Submitted by Veterans
- **8.2%** Electronic Claims Submitted by Power of Attorney
- **71.4%** PACT Act Claims Submitted by Mail (08/10/2022–04/06/2024)
- **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>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>312,519</td>
<td>317,388</td>
<td>72%</td>
<td>28%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>210,336</td>
<td>213,545</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>103,387</td>
<td>104,219</td>
<td>52%</td>
<td>48%</td>
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<tr>
<td>Bronchial Asthma</td>
<td>98,436</td>
<td>100,217</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>56,495</td>
<td>57,956</td>
<td>23%</td>
<td>77%</td>
</tr>
</tbody>
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Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 04/06/2024)

<table>
<thead>
<tr>
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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)
- **278,655** Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022–04/07/2024)
- **227,058** Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022–04/07/2024)
- **313,441** Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022–04/07/2024)

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-ONE—APRIL 12, 2024**

**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 finalized 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 metric 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 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 enrollments 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**

**Cumulative/Total: PACT Act Related Claims Completed**

**Weekly 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 total number of VBA Toxic Exposure Screenings. 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 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 identified at least one potential concern related to a toxic substance exposure, and the percentage of responses in which Veterans responded that they identified at least one issue 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 exposure (includes both those who identified one exposure and also those who identified more than one exposure) the metric above only identifies 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 one of 8 priority groups that impact how soon they are enrolled in VA 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.eitr.gov/current/title/38/chapter/1/part/17/subject-group/ECD0/1712f4a72a54b57d1.6115153](https://www.eitr.gov/current/title/38/chapter/1/part/17/subject-group/ECD0/1712f4a72a54b57d1.6115153).

Priority Groups

**Change Averages**

PG4-8 to PG0: Enrollees in priority group 4, 5, 6, 7A, 7C, 8, 8A, 8B, or 8D that moved to priority group 0, 1, 2.

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

PG7-8 to PG: Enrollees in priority group 7 or 8 that moved to priority group 0.

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.

**Priority Group Eligibility Criteria**

Group 1: Service-connected disability rated at 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 at 30% or more 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 at 10% or 20% disability, 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-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 at 0% disability, or exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki, or participated in Project 112/SW4M, or operated between 9/1962 and 5/1975, or served in Persian Gulf War between 9/2/1990 and 11/30/1998, or served on active duty at Camp Lejeune 30+ days between 6/1/1953 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 11/1/1998, or disabled 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 (GAIM) 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, or eligible for Medicaid programs.

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 condition received each week. This metric identifies the number of VBA benefit claims with at least one PACT Act related condition issue received 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 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.
**Stewardship**

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

**Metric/Definition**

- **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 9.85.50(c)).
  - 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 (i.e., the number of personnel encumbering positions) are the number of employees (i.e., headcount) onboard when the data are reported.
  - 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.