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](Image)

On May 21, the Department of Veterans Affairs expects to grant its 1 millionth PACT Act-related disability compensation claims to Veterans and survivors since President Biden signed the bill into law on Aug. 10, 2022. The grant rate for these claims is 75% – a sharp increase from pre-PACT levels – and VA has delivered more than $5.7 billion in earned benefits to these Veterans and survivors. The average service connection rate for Veterans with these granted claims is 70%, meaning that they receive more than $20,000 in earned benefits payments from VA each year. Read more here.

![Making a Difference Through the PACT Act](Image)

The Lebanon VA Medical Center hosted a PACT Act event in Gettysburg, PA. A live news crew was broadcasting, and a Marine, who was watching the broadcast, drove to the museum to discuss enrollment with VA officials. The Marine had suffered an above-the-knee amputation to his left leg, abdominal evisceration, and multiple other injuries during an IED explosion. Walter Reed National Military Medical Center (Walter Reed) hospitalized him for more than a year, advising him to continue receiving care due to his injuries. In hopes of receiving better care for his home, he attended the PACT Act event. He met Lebanon VAMC’s Public Affairs Officer, Douglas Etter, a retired Army officer with two combat tours of Iraq. Etter learned that the Marine was 100% service-connected and promised he'd get him enrolled in VA. Etter called the lead medical support assistant, Sandra Olan, who works in the enrollment office. The Marine spoke with Olan for 15 minutes. The Marine was ecstatic with joy. He said, “She was able to get me two appointments at the nearby Cumberland County VA Medical Center next week. I can’t thank you enough! I don’t have to drive to Walter Reed anymore. What a relief!”

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

- **995,749** Total PACT Act Claims Approved (08/10/2022–05/18/2024)
- **1,327,220** Cumulative Total PACT Related Claims Completed (08/10/2022–05/18/2024)
- **166.3** Average Days for PACT Act Related Claim Completion (05/18/2024)

### Expanding Care

- **297,694** New Enrollees in the PACT Act Planning Population (08/10/2022–05/19/2024)
- **205,683 +88,582** Total New VHA Enrollees: (through 05/19/2024)
- **91.9%** VA Health Care 90-Day Trust Score* (02/05/2024–05/20/2024)

*The VA Health Care 90-Day Trust Score date range appearing on issue 30 of the dashboard was incorrect. The correct date range for the percentage on the March 29, 2024 dashboard was 02/05/2024-05/20/2024. The score of 91.7% remains the same.

### UPCOMING OUTREACH CALENDAR

- **May 27, 2024**
  - VA Health Care at Oracle Park Community Clubhouse
  - San Francisco, CA
  - VIEW EVENT

- **June 08, 2024**
  - Veteran and Family Resource Fair
  - South Haven, MI
  - VIEW EVENT

- **June 08, 2024**
  - Atlanta VA & Warrior Alliance PACT Act Rally
  - Johns Creek, GA
  - VIEW EVENT

- **June 08, 2024**
  - Beaumont PACT Act Claims & Enrollment Clinic
  - Beaumont, TX
  - 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

- **5,481,573** Total Toxic Exposure Screenings (09/06/2022–05/19/2024)
- **2,435,934 (44.44%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **494,415 (9.02%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,941,519 (35.42%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

- **297,694** New Enrollees in the PACT Act Planning Population (08/10/2022–05/19/2024)
- **145,613** Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022

### Benefits Experience

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

- **888,347** PACT Act Related-Submitted (08/10/2022–05/18/2024)
- **1,117,843** PACT Act Related-Completed (08/10/2022–05/18/2024)

- **1,655,593** PACT Act Related Rating Claims Submitted (08/10/2022–05/18/2024)
- **1,327,220** PACT Act Related Rating Claims Completed (08/10/2022–05/18/2024)

- **2,512,957** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–05/18/2024)
- **2,494,349** Cumulative Total Non-PACT Related Claims Completed (08/10/2022–05/18/2024)

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

- **878,475** Total Veterans with Approved PACT Act Related Claims (08/10/2022–05/18/2024)
- **1,098,852** Total Survivors with Approved PACT Act Related Claims (08/10/2022–05/18/2024)

- **1,629,686** Total Veteran PACT Related Claims Submitted (08/10/2022–05/18/2024)
- **1,307,502** Total Survivor PACT Related Claims Submitted (08/10/2022–05/18/2024)

- **1,655,593** Total Veteran PACT Related Claims Completed (08/10/2022–05/18/2024)
- **1,327,220** Total Survivor PACT Related Claims Completed (08/10/2022–05/18/2024)
PACT Act Claims Submission Methods

- **28.3%** PACT Act Claims Electronically Submitted* (08/10/2022–05/18/2024)
- **91.8%** PACT Act Claims Submitted by Veterans
- **8.2%** Electronic Claims Submitted by Power of Attorney
- **71.7%** PACT Act Claims Submitted by Mail* (08/10/2022–05/18/2024)
- **85.3%** Mailed Claims Submitted with a Power of Attorney on File with VA*

*The percentages for the PACT Act Claims Electronically Submitted, PACT Act Claims Submitted by Mail and Mailed Claims Submitted with a Power of Attorney on File with VA originally published on 5/24/2024 were incorrectly calculated. They have been corrected and appear on this updated version of the PACT Act dashboard and on the PACT Act interactive dashboard.

Pending Claims—PACT Related and Non-PACT Related

<table>
<thead>
<tr>
<th>Situation</th>
<th>Weekly Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>PACT RELATED</td>
<td>444,115</td>
</tr>
<tr>
<td>NON-PACT RELATED</td>
<td>552,659</td>
</tr>
</tbody>
</table>

**Total Pending PACT Act Related Claims (as of 05/18/2024): 394,534**

**Average Days Pending for PACT Act Related Claims (05/18/2024): 134.7**

**Total Pending Non-PACT Act Related Claims (as of 05/18/2024): 554,719**

**Average Days Pending for Non-PACT Act Related Claims (05/18/2024): 99.7**

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 05/18/2024)

<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>342,612</td>
<td>348,062</td>
<td>71%</td>
<td>29%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>232,466</td>
<td>236,010</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>114,340</td>
<td>115,282</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>109,453</td>
<td>111,446</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>63,117</td>
<td>64,776</td>
<td>23%</td>
<td>77%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (as of 05/18/2024)

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)

<table>
<thead>
<tr>
<th>Situation</th>
<th>Weekly Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA.gov/PACT Pageviews</td>
<td>139,473</td>
</tr>
<tr>
<td>MyVA411 Calls that Access the PACT Act Main Menu</td>
<td>12,772</td>
</tr>
</tbody>
</table>

The PACT Act webpage has received to date:

- **24,189,654** Total Page Views (08/10/2022–05/19/2024)
- **1,011,444** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–05/19/2024)
- **223,322** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–05/19/2024)
**Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure**

- **Total Toxic Exposure Screenings**
- **Metric/Term**
- **Definition**
  - This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified a potential concern related to a toxic substance exposure. It includes the number of Veterans who identified more than one exposure and also those who identified more than one exposure; this metric only includes Veterans who identify exactly one exposure.

**Upcoming Outreach Calendar**

- **Upcoming Outreach Calendar**
- **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.

**EXPLANATION OF TERMS**

- **Definition**
- This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified more than one potential concern.

**Page One**

- **Metric/Term**
- **Definition**

- **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**
- **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**

- **EXPLANATION OF TERMS**

- **Definition**

**Page Two**

- **Metric/Term**
- **Definition**

- **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**

**DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD | ISSUE THIRTY-FOUR—MAY 24, 2024**
EXPLANATION OF TERMS (CONTINUED)

**Group 1.** Service-connected disability rating 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 rating at 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 at 10% or 20% disabling, or awarded special eligibility classification under Title 38, U.S.C § 1115, "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 at 0% disabling, and have an annual income level below our adjusted income limits (based on resident ZIP code), or receiving VA pension benefits, eligible for Medicare 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 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 1/28/2001, and were discharged less than 5 years ago.

**Group 7.** Gross household income is below the geographically adjusted income limits (GMI) 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 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 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 statistic identifies the total number of VBA claims received each week not related to PACT Act.

This statistic 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 completed with at least one PACT Act-related condition that have been pending for 125 days or less.

This statistic identifies the number of VBA benefit claims completed with at least one PACT Act related condition that have been completed within 125 days.

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

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 benefits claims completed since August 10, 2022, which are not related to the PACT Act.

This metric identifies the 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.
### Stewardship

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

#### Metric/Term

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time Equivalent Employee (FTE)</td>
<td>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)).</td>
</tr>
<tr>
<td>Account</td>
<td>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.</td>
</tr>
<tr>
<td>Permanent Employee</td>
<td>An employee who has been hired under an appointment that is not time delimited.</td>
</tr>
<tr>
<td>Term Employee</td>
<td>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.</td>
</tr>
<tr>
<td>Onboarded</td>
<td>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).</td>
</tr>
<tr>
<td>Funds Allocated</td>
<td>The amount of funding provided to each Administration or Staff Office.</td>
</tr>
<tr>
<td>Obligations</td>
<td>Obligation means a binding agreement that will result in outlays, immediately or in the future.</td>
</tr>
</tbody>
</table>