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

On May 24, 2024, VA announced improved wait times for new patient appointments in primary care and mental health care across the VA health care system. For new patients in April 2024, there was an 11% decrease in average wait times for VA primary care and a 7% decrease in average mental health wait times compared to the same time last year. Veteran trust in VA outpatient care is currently at 91.8%—an all-time high—and more than 400,000 Veterans have enrolled in VA care over the past year, which is a 30% increase over last year. Additionally, VA recently outperformed non-VA care in peer reviewed studies, hospital ratings, and patient satisfaction surveys. We are committed to providing all Veterans with the timely, world-class care they deserve. For more information about VA care, visit VA's health care website.

Making a Difference Through the PACT Act

Joseph served in the Southwest Asia theater of operations from August 1991 to September 2001 and subsequently developed colon cancer. As soon as he learned of the PACT Act, Joseph filed a claim for his colon cancer in April 2022. He would call the Public Contact Team frequently, requesting expedited action on his claim due to his cancer diagnosis. With the implementation of the PACT Act in January 2023, VA processed his claim, resulting in a grant of 100 percent disability evaluation and a higher level of special monthly compensation. This additional monthly payment significantly alleviates Joseph's medical and living expenses, giving him hope and inspiration to fight cancer. His story is a testament to the significance of the PACT Act in changing the lives of our Veterans. If you haven't yet filed an intent to file, or claim, go to VA.gov/PACT to learn more and file today.

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

1,024,645
Total PACT Act Claims Approved
(08/10/2022–06/01/2024)

1,365,855
Cumulative Total
PACT Related Claims Completed
(08/10/2022–06/01/2024)

166.7
Average Days for PACT Act Related Claim Completion
(06/01/2024)

75.0%
Approval Rate for PACT Act Related Claims
(06/01/2024)

37.0%
PACT Act Related Claims Completed <= 125 days
(06/01/2024)

Expanding Care

301,478
New Enrollees in the PACT Act Planning Population
(08/10/2022–06/02/2024)

Total New VHA Enrollees:
(through 06/02/2024)

06/03/2022–06/02/2023
319,263

06/03/2023–06/02/2024
407,046 +87,783

91.9%
VA Health Care 90-Day Trust Score
(03/04/2024–06/03/2024)

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**

- **5,539,538** Total Toxic Exposure Screenings (09/06/2022–06/02/2024)
- **2,471,624 (44.62%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **501,904 (9.06%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,969,720 (35.56%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

- **301,478** New Enrollees in the PACT Act Planning Population (08/10/2022–06/02/2024)

**Benefits Experience**

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

- **911,850** Total Veterans/Survivors with Approved PACT Act Related Claims (08/10/2022–06/01/2024)
- **1,127,200** Total Veterans with Approved PACT Act Related Claims (08/10/2022–06/01/2024)
- **1,689,739** Cumulative Total PACT Related Claims Submitted (08/10/2022–06/01/2024)
- **1,345,746** Cumulative Total PACT Related Claims Completed (08/10/2022–06/01/2024)

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

- **2,571,668** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–06/01/2024)
- **2,548,552** Cumulative Total Non-PACT Related Claims Completed (08/10/2022–06/01/2024)
- **128.0** Average Days For Non-PACT Related Claim Completion (06/01/2024)

(For more information on Priority Groups, please click here.)
**PACT Act Claims Submission Methods**

- **28.2%** PACT Act Claims Electronically Submitted* (08/10/2022–06/01/2024)
- **91.8%** PACT Act Claims Submitted by Veterans
- **8.2%** Electronic Claims Submitted by Power of Attorney
- **71.8%** PACT Act Claims Submitted by Mail*
- **85.3%** Mailed Claims Submitted with a Power of Attorney on File with VA*

*In issue 34 of the PACT Act dashboard, 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 from 8/10/2022 to 5/18/2024 were incorrectly calculated. They have been corrected on the issue 34 dashboard PDF and on the interactive dashboard on the PACT Act dashboard website.

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

- **Inventory Pending—PACT Related**
- **Inventory Pending—Non-PACT Related**

**Top 5 Most Frequent Conditions on PACT Act Related Claims** (As of 06/01/2024)

<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>351,572</td>
<td>357,201</td>
<td>70%</td>
<td>30%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>238,858</td>
<td>242,503</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>117,493</td>
<td>118,464</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>112,643</td>
<td>114,692</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>64,974</td>
<td>66,703</td>
<td>22%</td>
<td>78%</td>
</tr>
</tbody>
</table>

**Most Frequent Denial Reasons** (as of 06/01/2024)

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)

- **24,455,054** Total Page Views (08/10/2022–06/02/2024)
- **1,024,718** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–06/02/2024)
- **226,701** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–06/02/2024)
## 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

**Page One**

<table>
<thead>
<tr>
<th>Metric/TERM</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumulative Total: PACT Act Related Claims Submitted</td>
<td>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, &quot;I trust the VHA [Facility Name] for my health care needs&quot; with a score of 4 or 5.</td>
</tr>
<tr>
<td>VHA Trust</td>
<td>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 VA 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 &lt; 1 day, to eliminate the possibility of claims being completed in 0 days (i.e. claim completed on the day it was received).</td>
</tr>
<tr>
<td>Approval Rate for PACT Act Related Claims since 08/10/22 (percentage)</td>
<td>This statistic identifies the number of VHA Toxic Exposure Screenings where Veterans identified exactly one exposure and also those who identified more than one exposure; this metric includes Veterans who 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.</td>
</tr>
<tr>
<td>Average Days for PACT Act Claims Completion</td>
<td>This statistic identifies the total 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, Agent Orange Radiation, Camp Lejeune contaminated water exposure and/or Other Exposures.</td>
</tr>
<tr>
<td>PACT Act Related Rating Claims Completed &lt;~ 125 days</td>
<td>This statistic identifies the number of Veterans who identified exactly one exposure and also those who identified more than one exposure); this metric only includes Veterans who identify at least one instance of toxic exposure during the screening.</td>
</tr>
<tr>
<td>PACT Act Claims Approved</td>
<td>This statistic identifies the number of Veterans who identified exactly one exposure and also those who identified more than one exposure); this metric only includes Veterans who identify exactly one exposure.</td>
</tr>
<tr>
<td>Total PACT Act Claims Completed &lt;~ 125 days</td>
<td>This statistic identifies the number of completed PACT disability claims where at least one issue was granted.</td>
</tr>
<tr>
<td>PACT Act Planning Population</td>
<td>This statistic identifies the number of VA Toxic Exposure Screenings where a Veteran identified exactly one exposure and also those who identified more than one exposure; this metric only includes Veterans who identify exactly one exposure.</td>
</tr>
<tr>
<td>New Enrollees in the PACT Act Planning Population</td>
<td>This statistic identifies 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.</td>
</tr>
<tr>
<td>Total New VHA Enrollees</td>
<td>This statistic identifies the total new VHA enrollees (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.</td>
</tr>
<tr>
<td>Increase in New Enrollees in VHA</td>
<td>This statistic identifies the number of Veterans who identify exactly one potential concern; this metric includes Veterans who identify more than one potential concern.</td>
</tr>
<tr>
<td>Upcoming Outreach Calendar</td>
<td>This metric indicates the length of time it takes VA to process a PACT Act-related benefits claim. This is measured from the date VA receives a claim to the day it was received).</td>
</tr>
</tbody>
</table>

**Page Two**

<table>
<thead>
<tr>
<th>Metric/TERM</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Toxic Exposure Screenings</td>
<td>This statistic identifies the total 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.</td>
</tr>
<tr>
<td>Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure</td>
<td>When Veterans apply for VA health care, they are assigned to one 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 <a href="https://www.ecfr.gov/current/title-38/chapter-1/part-17/subpart-group-ECFR381-17.36">https://www.ecfr.gov/current/title-38/chapter-1/part-17/subpart-group-ECFR381-17.36</a>.</td>
</tr>
<tr>
<td>Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure</td>
<td>Program is a tool that VA uses to determine which priorities among applicants should be given priority for additional resources. VA assigns eligibility for veterans to the highest priority group that meets the eligibility criteria.</td>
</tr>
<tr>
<td>Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure</td>
<td>This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified more than one exposure to toxic substances.</td>
</tr>
<tr>
<td>Priority Groups</td>
<td>This statistic identifies the total number of VBA benefits claims where at least one condition was granted (regardless of whether or not the condition was filed under PACT). This statistic measures the number of new enrollees in VA health care.</td>
</tr>
<tr>
<td>New Enrollees enrolled with a PACT Act Authority</td>
<td>This statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition received since August 10, 2022.</td>
</tr>
<tr>
<td>Priority Group Change Increase—VHA Enrollees</td>
<td>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.</td>
</tr>
<tr>
<td>Change Avenues</td>
<td>This statistic identifies the number of new enrollees 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.</td>
</tr>
</tbody>
</table>

**DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD**

**Issue Thirty-Five—June 07, 2024**
EXPLANATION OF TERMS (CONTINUED)

**Page Two (continued)**

**Metric/Term**

**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

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: Non-PACT Related Claims Submitted

Cumulative Total: 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**

**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 40% disabling.

**Group 3:** Former prisoner of war, or received the Purple Heart medal, or were discharged for a disability that was caused by—at least 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 or on 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.

**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

**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**

**Definition**

**Electronic PACT Act Claims Submitted by Power of Attorney (percentage)**

Total number of PACT disability claims submitted electronically by a Power of Attorney out of the total number of PACT disability claims submitted electronically.

**Electronic PACT Act Claims Submitted by Veterans (percentage)**

Total number of PACT disability claims submitted electronically by a Veteran out of the total number of PACT disability claims submitted electronically.

**PACT Act Claims Submitted Electronically (percentage)**

Total number of PACT disability claims submitted electronically out of the total number of PACT disability claims submitted.

**PACT Act Claims Submitted through Mail (percentage)**

Total number of PACT disability claims submitted through mail out of the total number of PACT disability claims submitted.

**Mailed Claims Submitted with a Power of Attorney on File with VA (percentage)**

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.

**Pending Claims- PACT Related**

This metric identifies the number of VBA claims with at least one PACT Act related condition pending in the workload.

**Pending Claims- Non-PACT Related**

This metric identifies the number of currently pending non-PACT related disability benefit claims where a partial decision was rendered on the claim.

**Total Pending PACT Act Related Claims with Partial Decisions**

This metric identifies the current number of PACT related disability claims pending where a partial decision was rendered on the claim.

**Total Pending Non-PACT Act Related Claims with Partial Decisions**

This metric identifies the current number of non-PACT related disability benefit claims pending where a partial decision was rendered on the claim.

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

This metric identifies the 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.

**Most Frequent Denial Reasons**

This metric identifies the reasons for denial on PACT Act disability claims: Not Inured/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.

**Total Pending PACT Act Claims**

This metric identifies the current number of pending PACT Act related claims with one or more PACT related conditions.

**Total Pending Non-PACT Act Claims**

This metric identifies the current number of pending PACT Act related claims with one or more PACT related conditions.

**VA.gov/PACT Page Views**

This metric identifies the number of page views for the va.gov/PACT website.

**Total Clicks on Call to Action to File a Disability Claim Online**

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.

**Total Clicks on Call to Action to Enroll in Health Care**

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.

**Page Four**

**Metric/Term**

**MyVAM1 Calls that Access the PACT Act Main Menu (Press 8)**

Total MyVAM1 Calls that Access the PACT Act Main Menu (Press 8)

**Definition**

**MyVAM1 Calls that Access the PACT Act Main Menu (Press 8)**

This statistic identifies the total number of calls received to the automated MyVAM1 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**

<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>