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](http://VA.gov/PACT)
- VA.GOV help: [ask.VA.gov](http://ask.VA.gov)
- CALL: [1-800-MyVA411](http://1-800-MyVA411)
- WALK-IN: [VA.gov/find-locations/](http://VA.gov/find-locations/)

Help spread the word—download PACT Act Outreach Materials!

### Highlight

On June 14, 2024, VA included three new cancer types in the list of presumed service-connected disabilities due to military environmental exposure under the PACT Act. The following three cancer types have been included in the list of presumptive diseases: male breast cancer, urethral cancer, and cancer of the paraurethral glands. This policy establishes presumptions of service connection for eligible Gulf War and post-9/11 Veterans who deployed to Afghanistan, Somalia, Djibouti, Egypt, Jordan, Lebanon, Syria, Yemen, Uzbekistan, and the entire Southwest Asia theater of operations, which includes Iraq. Any Veteran who currently has or previously had one of the listed cancers at any time during military service or after separation may be entitled to disability compensation benefits dated back to August 10, 2022, the date the [PACT Act was signed into law](http://PACT Act was signed into law).

### Making a Difference Through the PACT Act

A Veteran served honorably in the U.S. Army from August 31, 1965, to July 16, 1968, with evidence of in-country service in the Republic of Vietnam from August 24, 1967, to July 16, 1968. He passed away on October 24, 2014, from intracerebral hemorrhage and malignant hypertension. Agent Orange previously denied service-connected death benefits to his surviving spouse because hypertension was not a presumptive condition until the PACT Act passed. On January 23, 2023, a rating decision was completed, granting service connection for the Veteran’s cause of death. Effective May 1, 2016, the surviving spouse received a retroactive payment of over $107,000 for [Dependency and Indemnity Compensation (DIC)](http://Dependency and Indemnity Compensation (DIC)) and $2,000 for burial benefits. She will now receive more than $1,500 in monthly DIC benefits. VA encourages all Veterans and survivors to learn more about the PACT Act and [VA benefits](http://VA benefits).

### Expanding Care

<table>
<thead>
<tr>
<th>Expanding Benefits</th>
<th>Expanding Care</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1,054,286</strong> Total PACT Act Claims Approved (08/10/2022–06/15/2024)</td>
<td><strong>306,855</strong> New Enrollees in the PACT Act Planning Population (08/10/2022–06/16/2024)</td>
</tr>
<tr>
<td><strong>1,405,539</strong> Cumulative Total PACT Related Claims Completed (08/10/2022–06/16/2024)</td>
<td><strong>75.0%</strong> Approval Rate for PACT Act Related Claims (06/15/2024)</td>
</tr>
<tr>
<td><strong>167.1</strong> Average Days for PACT Act Related Claim Completion (06/15/2024)</td>
<td><strong>91.9%</strong> VA Health Care 90-Day Trust Score (03/18/2024–06/17/2024)</td>
</tr>
</tbody>
</table>

#### Total New VHA Enrollees: (through 06/16/2024)

- 320,580
- 409,128 +88,548

For more information on PACT Act events and other events, please visit [https://www.va.gov/outreach-and-events/events/](http://https://www.va.gov/outreach-and-events/events/).
The charts below show the past 12 weeks (a rolling 12-week view).

**Care Experience**

**5,575,406**
Total Toxic Exposure Screenings  
(09/06/2022–06/16/2024)

**2,493,746 (44.73%)**
Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

**507,320 (9.10%)**
Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

**1,986,426 (35.63%)**
Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

**306,855**
New Enrollees in the PACT Act Planning Population  
(08/10/2022–06/16/2024)

**63%**
New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

**150,895**
Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022

**4,029,389**
Current Enrollees in the PACT Act Planning Population  
(as of 06/16/2024)

**935,952**
Total Veterans/Survivors with Approved PACT Act Related Claims  
(08/10/2022–06/15/2024)

**925,759**
Total Veterans with Approved PACT Act Related Claims  
(08/10/2022–06/15/2024)

**1,175,712**
Total Veterans/Survivors with Completed PACT Act Related Claims  
(08/10/2022–06/15/2024)

**1,155,803**
Total Veterans with Completed PACT Act Related Claims  
(08/10/2022–06/15/2024)

**1,725,132**
Cumulative Total PACT Act Related Claims Submitted  
(08/10/2022–06/15/2024)

**1,698,542**
Total Veteran PACT Act Related Claims Submitted  
(08/10/2022–06/15/2024)

**1,405,539**
Cumulative Total PACT Act Related Claims Completed  
(08/10/2022–06/15/2024)

**1,384,863**
Total Veteran PACT Act Related Claims Completed  
(08/10/2022–06/15/2024)

**2,638,312**
Cumulative Total Non-PACT Related Claims Submitted  
(08/10/2022–06/15/2024)

**2,600,736**
Cumulative Total Non-PACT Related Claims Completed  
(08/10/2022–06/15/2024)

**128.1**
Average Days For Non-PACT Related Claim Completion  
(06/15/2024)

**59.7%**
Non-PACT Act Related Rating Claims Completed </=125 Days  
(06/15/2024)

The 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.
PACT Act Claims Submission Methods

28.1% PACT Act Claims Electronically Submitted
(08/10/2022–06/15/2024)

91.9% Electronic Claims Submitted by Veterans

8.1% Electronic Claims Submitted by Power of Attorney

71.9% PACT Act Claims Submitted by Mail
(08/10/2022–06/15/2024)

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

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 06/15/2024)

<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>360,667</td>
<td>366,503</td>
<td>70%</td>
<td>30%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>245,568</td>
<td>249,337</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>120,862</td>
<td>121,866</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>115,838</td>
<td>117,966</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>66,997</td>
<td>68,781</td>
<td>22%</td>
<td>78%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons
(As of 06/15/2024)

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:

24,665,687 Total Page Views
(08/10/2022–06/16/2024)

1,035,193 Total Clicks on Call to Action to File a Disability Claim Online
(08/10/2022–06/16/2024)

228,925 Total Clicks on Call to Action to Enroll in Health Care
(08/10/2022–06/16/2024)
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/](https://department.va.gov/pactdata/) (this link has been updated from previous issues). This data will be updated on a monthly basis.

### GEOGRAPHICAL ANALYSIS

**Issue 36—June 21, 2024**

**VA Call Centers**

| 1,349,115 | Calls that Access the PACT Act Main Menu (Press 8) |
| 298,049 | Calls that Access Option 1 to Learn More about PACT Act and Health Care |
| 241,785 | Calls that Access Option 2 to Learn More about PACT Act Benefits |
| 332,485 | Calls that Access Option 3 to Learn More about the PACT Act Overall |

**DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD | ISSUE THIRTY-SIX—JUNE 21, 2024**

### 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>VA 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).</td>
</tr>
<tr>
<td>Approval Rate for PACT Act Related Claims since 08/10/22 (percentage)</td>
<td>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 finishes processing the claim and closed it out = 1 day, to eliminate the possibility of claims being completed in 0 days (ie. claim completed on the day it was received).</td>
</tr>
<tr>
<td>Average Days for PACT Act Claims Completion</td>
<td>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 VAs commitment to completing oldest pending claims first.</td>
</tr>
<tr>
<td>PACT Act Related Rating Claims Completed &lt;= 125 days</td>
<td>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.</td>
</tr>
<tr>
<td>Total PACT Act Claims Approved</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>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 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.</td>
</tr>
<tr>
<td>New Enrollees in the PACT Act Planning Population</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>Total New VHA Enrollees</td>
<td>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.</td>
</tr>
<tr>
<td>Increase in New Enrollees in VHA</td>
<td>This number identifies the change between 2023 and 2022 VHA enrollees during the same time period.</td>
</tr>
<tr>
<td>Upcoming Outreach Calendar</td>
<td>This calendar identifies key activities or outreach events occurring in the coming weeks.</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 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>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 Lejune contaminated water exposure and/or Other Exposures.</td>
</tr>
<tr>
<td>Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure</td>
<td>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.</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. 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); this metric only includes Veterans who identify exactly one exposure.</td>
</tr>
<tr>
<td>Priority Groups</td>
<td>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 [<a href="https://www.esvdph.gov/current/nhlbi/08/17/subject-group-SOCPR91/77183%5Dx/72183/secvi/section-17.16">https://www.esvdph.gov/current/nhlbi/08/17/subject-group-SOCPR91/77183]x/72183/secvi/section-17.16</a>.</td>
</tr>
<tr>
<td>New Enrollees enrolled with a PACT Act Authority</td>
<td>This metric measures the number of new enrollees who were specifically enrolled with an authority provided by the PACT Act (PL 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 [<a href="http://www.va.gov/pact">www.va.gov/pact</a>]. 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.</td>
</tr>
<tr>
<td>Priority Group Change Increase – VHA Enrollees</td>
<td>Change Avenues: PG4 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. With PG1-3: Enrollees in priority group 1, 2, 3 that moved to priority group 1, 2. PG7 to PG6: Enrollees in priority group 7 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.</td>
</tr>
</tbody>
</table>
**EXPLANATION OF TERMS (CONTINUED)**

**Page Two (continued)**

**Metric/Term**  
Priority Group Eligibility Criteria

**Definition**  
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—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 § 1153, "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, or eligible for Medicaid programs.

Group 6: Have a compensable service-connected disability rated at 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 (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 agrees 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 received each week.

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 benefits will depend on subpriority group.

This statistic identifies the number of times visitors to the VA.gov/PACT website clicked the "Apply for Benefits" link to file a disability claim online.

**Page Three**

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

**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.

**Page Four**

**Metric/Term**  
MyIHM41 Calls that Access the PACT Act Main Menu (Press B)

**Definition**  
This statistic identifies the number of calls to 1-800-MyIHM41 where callers selected the PACT Act Main Menu (Press B).

This statistic identifies the total number of calls received to the automated MyIHM41 line (option B), 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).

<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>