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
- **WALK-IN**: VA.gov/find-locations/
- **VETERANS SERVICE ORGANIZATION**: VA.gov/disability/get-help-filing-claim

### Highlight

On June 12, 2024, VA announced that more than 53,000 women Veterans enrolled in VA health care between May 2023 and May 2024, marking a 20% increase over the previous year and the largest enrollment year for women Veterans on record. Women Veterans are currently VA’s fastest growing patient population. This historic enrollment of women Veterans into VA [health care](https://www.va.gov/disability/get-help-filing-claim) and benefits is driven in large part by the PACT Act, empowering VA to deliver record health care and benefits to millions of Veterans exposed to toxins while serving in the military. Today, there is a women’s health program led by a Women Veterans Program Manager at every VA health care system across the nation. Learn more about [care and benefits for women Veterans](https://www.va.gov/disability/get-help-filing-claim).

### Making a Difference Through the PACT Act

Ashton Hamilton never sought assistance, health care, or benefits from VA… that is, until she attended VetFest. "I never thought I was a Veteran, as I never deployed, so I never pursued getting anything from VA. Being invited to this VetFest was just what I needed to actually ask VA if I was eligible for health care and benefits," she shared. Hamilton was one of 1,200 Veterans, family members, and caregivers who spent a warm Saturday in Fort Worth securing information on the PACT Act, health care enrollment eligibility, whole health options, toxic exposure screenings, and battlefield acupuncture while participating in fun activities like a climbing wall, gaming truck, and obstacle course for children. This educational, family-friendly VetFest event made it possible for Hamilton to enroll in VA health care on site. Read more about VA’s VetFest events.

### 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

- **1,082,424** Total PACT Act Claims Approved (08/10/2022–06/29/2024)
- **1,443,118** Cumulative Total PACT Related Claims Completed (08/10/2022–06/29/2024)
- **167.3** Average Days for PACT Act Related Claim Completion (06/29/2024)
- **75.0%** Approval Rate for PACT Act Related Claims (06/29/2024)
- **36.9%** PACT Act Related Claims Completed ≤ 125 days (06/29/2024)

### Expanding Care

- **320,015** New Enrollees in the PACT Act Planning Population (08/10/2022–06/30/2024)
- **322,101** Total New VHA Enrollees: 07/01/2022–06/30/2023
- **411,356** Total New VHA Enrollees: 07/01/2023–06/30/2024
- **167,3** Average Days for PACT Act Related Claim Completion (06/29/2024)
- **91.9%** VA Health Care 90-Day Trust Score (04/01/2024–06/30/2024)

### 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

**5,606,708**

Total Toxic Exposure Screenings  
(09/06/2022–06/30/2024)

**2,513,006 (44.82%)**

Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

**512,124 (9.13%)**

Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

**2,000,882 (35.69%)**

Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

**320,015**

New Enrollees in the PACT Act Planning Population  
(08/10/2022–06/30/2024)

**64%**

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

**153,772**

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

**4,070,096**

Current Enrollees in the PACT Act Planning Population  
(as of 06/30/2024)

**271,955**

Priority Group (PG) Change Increases for All VHA Enrollees  
(10/01/2022–06/30/2024)

- PG 4-8 to PG 1-3
- PG 1-3
- PG 7-8 to PG 6

**512,124 (9.13%)**

Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

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(10/01/2022–06/30/2024)

- PG 4-8 to PG 1-3
- PG 1-3
- PG 7-8 to PG 6

### Benefits Experience

**167.3**

Average Days For PACT Act Related Claim Completion  
(06/29/2024)

**39.5%**

Percentage of Claims Submitted PACT Related vs. Non-PACT Related  
(08/10/2022–06/29/2024)

**60.5%**

Percentage of Claims Submitted PACT Related vs. Non-PACT Related  
(08/10/2022–06/29/2024)

**36.9%**

PACT Act Related Rating Claims Completed </=125 Days  
(06/29/2024)

**2,699,805**

Cumulative Total Non-PACT Related Claims Submitted  
(08/10/2022–06/29/2024)

**2,656,559**

Cumulative Total Non-PACT Related Claims Completed  
(08/10/2022–06/29/2024)

**128.0**

Average Days For Non-PACT Related Claim Completion  
(06/29/2024)

**59.7%**

Non-PACT Act Related Rating Claims Completed </=125 Days  
(06/29/2024)

**958,827**

Total Veterans/Survivors with Approved PACT Act Related Claims  
(08/10/2022–06/29/2024)

**948,465**

Total Veterans with Approved PACT Act Related Claims  
(08/10/2022–06/29/2024)

**10,393**

Total Survivors with Approved PACT Act Related Claims  
(08/10/2022–06/29/2024)

**1,760,016**

Cumulative Total PACT Related Claims Submitted  
(08/10/2022–06/29/2024)

**1,443,118**

Cumulative Total PACT Related Claims Completed  
(08/10/2022–06/29/2024)

**2,699,805**

Cumulative Total Non-PACT Related Claims Submitted  
(08/10/2022–06/29/2024)

**2,656,559**

Cumulative Total Non-PACT Related Claims Completed  
(08/10/2022–06/29/2024)

**128.0**

Average Days For Non-PACT Related Claim Completion  
(06/29/2024)

**59.7%**

Non-PACT Act Related Rating Claims Completed </=125 Days  
(06/29/2024)
### PACT Act Claims Submission Methods

- **28.0%** PACT Act Claims Electronically Submitted (08/10/2022–06/29/2024)
- **91.9%** Electronic Claims Submitted by Veterans
- **8.1%** Electronic Claims Submitted by Power of Attorney
- **72.0%** PACT Act Claims Submitted by Mail (08/10/2022–06/29/2024)
- **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></th>
<th>Inventory Pending—PACT Related</th>
<th>Inventory Pending—Non-PACT Related</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>WEEKLY TOTALS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>04/13 2024</td>
<td>04/20 2024</td>
</tr>
<tr>
<td>PACT RELATED</td>
<td>414,851</td>
<td>410,104</td>
</tr>
<tr>
<td>NON-PACT RELATED</td>
<td>553,087</td>
<td>554,132</td>
</tr>
</tbody>
</table>

- **383,059** Total Pending PACT Act Related Claims (as of 06/29/2024)
- **579,357** Total Pending Non-PACT Act Related Claims (as of 06/29/2024)

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

<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>369,397</td>
<td>375,423</td>
<td>70%</td>
<td>30%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>251,858</td>
<td>255,717</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>123,972</td>
<td>125,006</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>118,842</td>
<td>121,033</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>68,782</td>
<td>70,626</td>
<td>22%</td>
<td>78%</td>
</tr>
</tbody>
</table>

#### Most Frequent Denial Reasons

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></th>
<th>Weekly Totals</th>
<th>VA.gov/PACT Pageviews</th>
<th>MyVA411 Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>04/13 2024</td>
<td>04/20 2024</td>
<td>04/27 2024</td>
</tr>
<tr>
<td>VA.gov/PACT Pageviews</td>
<td>108,255</td>
<td>110,403</td>
<td>110,035</td>
</tr>
<tr>
<td>MyVA411 Calls</td>
<td>11,650</td>
<td>11,394</td>
<td>11,580</td>
</tr>
</tbody>
</table>

The PACT Act webpage has received to date:

- **24,890,032** Total Page Views (08/10/2022–06/30/2024)
- **1,046,101** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–06/30/2024)
- **231,318** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–06/30/2024)
### VA Call Centers

1,374,141
Total MyVA411 Calls that Access the PACT Act Main Menu (Press 8)
(10/20/2022–06/30/2024)

302,251
Calls that Access Option 1 to Learn More about PACT Act and Health Care
(10/20/2022–06/30/2024)

245,013
Calls that Access Option 2 to Learn More about PACT ACT Benefits
(10/20/2022–06/30/2024)

336,791
Calls that Access Option 3 to Learn More about the PACT Act Overall
(10/20/2022–06/30/2024)

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### STEWARDSHIP

Issue 37—July 05, 2024

VA seeks to act as a wise steward of PACT Act resources. In this section, we measure VA’s success in hiring and obligating resources funded through the PACT Act Toxic Exposures Fund, PL. 117-68.

### PACT ACT Toxic Exposures Fund (TEF)

Stewardship information will be included in every other issue of the VA PACT Act Dashboard or when updated data is available.

#### HIRING

<table>
<thead>
<tr>
<th>VA ACCOUNT (Initial $500 Million)</th>
<th>FULL-TIME EQUIVALENT EMPLOYEES (FTE)</th>
<th>PERMANENT EMPLOYEES ONBOARDED</th>
<th>TERM EMPLOYEES ONBOARDED</th>
<th>FUNDS ALLOCATED</th>
<th>TOTAL OBLIGATIONS</th>
<th>PAID EXPENDITURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>VHA Medical Services</td>
<td>4</td>
<td>N/A</td>
<td>N/A</td>
<td>$8,075,000</td>
<td>$8,075,000</td>
<td>$8,018,000</td>
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<tr>
<td>VHA Medical Support and Compliance</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>$26,049,000</td>
<td>$26,049,000</td>
<td>$26,049,000</td>
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<tr>
<td>Medical and Prosthetic Research</td>
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<td>N/A</td>
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<td>$640,000</td>
<td>$599,000</td>
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<tr>
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<td>$106,975,000</td>
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<tr>
<td>VBA General Operating Expenses</td>
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<td>N/A</td>
<td>$302,018,000</td>
<td>$297,694,000</td>
<td>$256,700,000</td>
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<td>N/A</td>
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<td>General Administration–Other</td>
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<td>N/A</td>
<td>$4,374,000</td>
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<td>N/A</td>
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<tr>
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<td>5</td>
<td>$4,374,000</td>
<td>$4,376,000</td>
<td>$4,376,000</td>
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<td>Office of Congressional and Legislative Affairs</td>
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<td>N/A</td>
<td>N/A</td>
<td>$80,000</td>
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<td>Office of Public and Intergovernmental Affairs</td>
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<tr>
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<td>$1,460,000</td>
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<tr>
<td>Total PACT Act Toxic Exposures Fund</td>
<td>2,298</td>
<td>17</td>
<td>5</td>
<td>$500,000,000</td>
<td>$464,039,000</td>
<td>$407,031,000</td>
</tr>
</tbody>
</table>

#### FUNDS

<table>
<thead>
<tr>
<th>VA ACCOUNT (Initial $5 Billion)</th>
<th>FULL-TIME EQUIVALENT EMPLOYEES (FTE)</th>
<th>PERMANENT EMPLOYEES ONBOARDED</th>
<th>TERM EMPLOYEES ONBOARDED</th>
<th>FUNDS ALLOCATED</th>
<th>TOTAL OBLIGATIONS</th>
<th>PAID EXPENDITURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>VHA Medical Services</td>
<td>4</td>
<td>N/A</td>
<td>N/A</td>
<td>$3,822,377,000</td>
<td>$2,784,689,000</td>
<td>$2,783,815,000</td>
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<tr>
<td>VHA Medical Support and Compliance</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Medical and Prosthetic Research</td>
<td>11</td>
<td>N/A</td>
<td>N/A</td>
<td>$1,830,000</td>
<td>$1,591,000</td>
<td>$1,565,000</td>
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<td>Office of Information &amp; Technology</td>
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<td>VBA General Operating Expenses</td>
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<tr>
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<td>N/A</td>
<td>N/A</td>
<td>$700,000</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>General Administration–Other</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<td>Office of General Counsel</td>
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<td>7</td>
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<td>$11,708,000</td>
<td>$1,136,000</td>
<td>$1,120,000</td>
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<td>Human Resources and Administration/ Operations, Security, and Preparedness</td>
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<td>N/A</td>
<td>$11,270,000</td>
<td>$240,000</td>
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<td>N/A</td>
<td>$114,000</td>
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<td>Office of Public and Intergovernmental Affairs</td>
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<td>N/A</td>
<td>$692,000</td>
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<td>N/A</td>
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<td>2</td>
<td>$2,510,000</td>
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<tr>
<td>Office of the Secretary</td>
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<td>N/A</td>
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<td>$0</td>
<td>(-$9,000)</td>
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<tr>
<td>PACT Act Program Management Office</td>
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<td>N/A</td>
<td>$10,213,000</td>
<td>$2,563,000</td>
<td>$2,536,000</td>
</tr>
<tr>
<td>Total PACT Act Toxic Exposures Fund</td>
<td>7,183</td>
<td>40</td>
<td>2</td>
<td>$5,000,000,000</td>
<td>$3,757,166,000</td>
<td>$3,596,306,000</td>
</tr>
</tbody>
</table>
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**

**Outreach Calendar**

**Definition**

This metric 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 [Agency Name] for my health care needs” with a score of 4 or 5.

### 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**

**Priority Group Eligibility Criteria**

**Definition**

This metric identifies the number of VHA 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 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 exposure (both those who identified one exposure and all 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 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 their care. To learn more about the factors that impact assignment, please visit https://www.evr.gov/current/title-38/chapter-1/part-17/subject-group-EFPR01-771BF22E4248E17-36.17-36.

This metric measures the number of new enrollees who were specifically enrolled with an authority provided by the PACT Act (PL 117-166). 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 to PG3: Enrollees in priority group 4, 5, 6, 7A, 7C, 8A, 8C, 8B, or 9D 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 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 8/2/1990 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 between 11/1/1998, 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 agree to pay copays. Eligibility for VA health care benefits will depend on subpriority group.
EXPLANATION OF TERMS (CONTINUED)

**Page Two (continued)**

**Metric/Term**

- **PACT Act Related Claims Submitted**
- **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 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 total number of VBA benefit claims with at least one PACT Act-related claim 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 benefit claims with at least one PACT Act-related condition received since August 10, 2022.

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

This statistic identifies the total VBA benefit 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 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.

This statistic 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 cumulative total of VBA benefit claims completed since August 10, 2022, which are not related to the PACT Act.

This statistic identifies the cumulative total of VBA benefit claims completed since August 10, 2022, which are not related to the PACT Act.

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

This statistic identifies the cumulative total of VBA benefit claims completed since August 10, 2022, which are not related to the PACT Act.

This metric identifies the cumulative total of VBA benefit 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.

**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 Related Claims**
- **Total Pending Non-PACT 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**

This metric identifies the total number of PACT disability claims submitted electronically by a Power of Attorney out of the total number of PACT disability claims submitted electronically.

This metric identifies the total number of PACT disability claims submitted electronically by a Veteran out of the total number of PACT disability claims submitted electronically.

This metric identifies the total number of PACT disability claims submitted electronically out of the total number of PACT disability claims submitted.

This metric identifies the total number of PACT disability claims submitted through mail out of the total number of PACT disability claims submitted.

This metric identifies the 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 claims included in the representation case online.

This metric identifies the number of claims included in the representation case online.

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 breakdowns 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](https://www.veteranshealthlibrary.va.gov) and the Veteran's Health Encyclopedia, [https://www.veteranshealthlibrary.va.gov/Encyclopedia](https://www.veteranshealthlibrary.va.gov/Encyclopedia).

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. Not Diagnosed: 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.

**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 metric identifies the number of calls to 1-800-MyVA411 where callers selected the PACT Act Main Menu (Press 8).

This statistic identifies the 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 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 cumulative total of VBA benefits claims completed 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 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**

- **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)(per OMB A-11 Circular § 9.85.5(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 occupying positions) are the number of employees (i.e., headcount) onboard when the data are reported. Note: “Onboards” differ from “FTEs” which is a budgetary term based on compensable hours as opposed to headcount. Colloquially, “onboards” refers to newly hired employees who have started work within 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.