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

Please note that this dashboard will be the final bi-weekly issue. Beginning August 16, 2024, the PACT Act Performance dashboard and the geographic supplement will both be published monthly on the 3rd Friday of each month.

### Highlight

VA announced $10 million in **new funding** for eligible states, territories, and Tribal governments through cooperative agreements to better inform Veteran suicide prevention strategies. “One Veteran suicide is one too many, and we will stop at nothing to end Veteran suicide,” said VA Secretary Denis McDonough. “Launching this first-of-its-kind initiative will allow us to better understand suicide deaths and, as a result, deliver better interventions to prevent Veteran suicide.”

Learn more [here](#).

### Making a Difference Through the PACT Act

On June 8, over 1,200 Veterans and their family members attended a PACT Act Summer VetFest event at the Fort Worth VA Outpatient Clinic. Army Veteran Aubrey Bradford, who was drafted in May 1969 and never applied for VA benefits, was one of the Veterans in attendance. Now 55 years later, he is getting additional help. Through the encouragement of his daughter, Bradford is filing a VA benefits claim for the first time. After meeting with VA staff at Summer VetFest, Bradford is adamant about encouraging all Veterans to file for VA benefits.

Read more [here](#).

### 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

- **1,110,315**
  - Total PACT Act Claims Approved
    - (08/10/2022–07/13/2024)

- **1,480,221**
  - Cumulative Total PACT Related Claims Completed
    - (08/10/2022–07/13/2024)

- **167.5**
  - Average Days for PACT Act Related Claim Completion
    - (07/13/2024)

- **75.0%**
  - Approval Rate for PACT Act Related Claims
    - (07/13/2024)

- **37.0%**
  - PACT Act Related Claims Completed ≤ 125 days
    - (07/13/2024)

#### Expanding Care

- **325,305**
  - New Enrollees in the PACT Act Planning Population
    - (08/10/2022–07/14/2024)

- **323,959**
  - Total New VHA Enrollees:
    - 07/15/2022–07/14/2023

- **412,867 +88,908**
  - Total New VHA Enrollees:
    - 07/15/2023–07/14/2024

- **91.9%**
  - VA Health Care 90-Day Trust Score
    - (04/15/2024–07/14/2024)

### UPCOMING OUTREACH CALENDAR

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Location</th>
<th>Event URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 20, 2024</td>
<td>PACT Act Claims Clinic</td>
<td>Chicago Heights, IL</td>
<td>VIEW EVENT</td>
</tr>
<tr>
<td>July 23, 2024</td>
<td>Summer VetFest and PACT Act Western County Fair</td>
<td>Beckley, WV</td>
<td>VIEW EVENT</td>
</tr>
<tr>
<td>July 24, 2024</td>
<td>Vet Cafe/PACT Act Town Hall with Meals On Wheels</td>
<td>Woonsocket, RI</td>
<td>VIEW EVENT</td>
</tr>
<tr>
<td>July 25, 2024</td>
<td>Summer 2024 VetFest PACT Act &amp; VBA Claims Clinic</td>
<td>Clarksburg, WV</td>
<td>VIEW EVENT</td>
</tr>
</tbody>
</table>

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**

- **5,637,821** Total Toxic Exposure Screenings (09/06/2022–07/14/2024)
- **2,531,830 (44.91%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **516,864 (9.17%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **2,014,966 (35.74%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

**Benefits Experience**

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

- **325,305** New Enrollees in the PACT Act Planning Population (08/10/2022–07/14/2024)
- **156,873** Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022

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

- **2,763,109** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–07/14/2024)
- **2,710,912** Cumulative Total Non-PACT Related Claims Completed (08/10/2022–07/14/2024)

**Average Days For Non-PACT Related Claim Completion**

- **128.0** Non-PACT Act Related Rating Claims Completed <=125 Days (07/13/2024)
- **59.6%** Percentage of Claims Submitted PACT Related vs. Non-PACT Related (08/10/2022–07/13/2024)

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

- **28.0%** PACT Act Claims Electronically Submitted (08/10/2022–07/13/2024)
- **91.9%** Electronic Claims Submitted by Veterans
- **8.1%** Electronic Claims Submitted by Power of Attorney
- **72.0%** PACT Act Claims Submitted by Mail (08/10/2022–07/13/2024)
- **85.2%** 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><strong>WEEKLY TOTALS</strong></td>
<td>04/27 2024</td>
<td>05/04 2024</td>
</tr>
<tr>
<td>PACT RELATED</td>
<td>404,570</td>
<td>399,000</td>
</tr>
<tr>
<td>NON-PACT RELATED</td>
<td>552,207</td>
<td>552,428</td>
</tr>
</tbody>
</table>

**381,747** Total Pending PACT Act Related Claims (as of 07/13/2024)

**129.3** Average Days Pending for PACT Act Related Claims (07/13/2024)

**247,725** Total PACT ACT Related Claims Pending ≤125 Days (07/13/2024)

**99.0** Average Days Pending for Non-PACT Act Related Claims (07/13/2024)

**450,985** Total Non-PACT Act Related Claims Pending ≤125 Days (07/13/2024)

**588,308** Total Pending Non-PACT Act Related Claims (as of 07/13/2024)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 07/13/2024)

<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>377,926</td>
<td>384,145</td>
<td>69%</td>
<td>31%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>258,381</td>
<td>262,328</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>127,168</td>
<td>128,230</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>121,706</td>
<td>123,962</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>70,567</td>
<td>72,463</td>
<td>22%</td>
<td>78%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (As of 07/13/2024)

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:

25,091,636
Total Page Views
(08/10/2022–07/14/2024)

1,056,678
Total Clicks on Call to Action to File a Disability Claim Online
(08/10/2022–07/14/2024)

233,974
Total Clicks on Call to Action to Enroll in Health Care
(08/10/2022–07/14/2024)

VA Call Centers

1,395,701
Total MyVA411 Calls that Access the PACT Act Main Menu (Press 8)
(10/20/2022–07/14/2024)

304,653
Calls that Access Option 1 to Learn More about PACT Act and Health Care
(10/20/2022–07/14/2024)

246,688
Calls that Access Option 2 to Learn More about PACT ACT Benefits
(10/20/2022–07/14/2024)

338,931
Calls that Access Option 3 to Learn More about the PACT Act Overall
(10/20/2022–07/14/2024)

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/ (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**

**Definition**
- This statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition received since August 10, 2022.
- This trust score reflects the percentage of Veterans who respond to the survey question, "I trust the VHA [Facility Name] for my health care needs" with a score of 4 or 5.
- Percentage of PACT Act disability claims where at least one condition was granted (regardless of whether or not the condition was filed under PACT).
- This metric indicates the length of time it takes VBA to process a PACT Act related benefits claim. This is measured from the date VA receives a claim to the date VA finished processing the claim and closed it out + 1 day, to eliminate the possibility of claims being completed in 0 days (ex. claim completed on the day it was received).
- The Average Days to Complete (ADC) for PACT Act Related Claims is calculated based on the date VA received the claim, not the date VA began processing those claims. VA prioritized and completed some claims related to terminal illnesses, but VA did not begin processing most claims until January 1, 2023. As a result, the current value of ADC is inflated by any time between the date the claim was received and the January 1, 2023 implementation date for processing. The high ADC for PACT claims demonstrates VA’s commitment to completing oldest pending claims first.

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

**PACT Act Planning Population**
- The PACT Act Planning Population consists of Veterans where VA has a high level of confidence they are a member of one or more of the three PACT Act eligible cohorts (Vietnam, Gulf War, Post 9-11). VA is using this population as a means of identifying the impact of the PACT Act on enrollment in VA health care.

**New Enrollees in the PACT Act Planning Population**
- 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.

**Total New VHA Enrollees**
- This statistic identifies the total number of 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.

**Increase in New Enrollees in VHA**
- This number identifies the change between 2023 and 2022 VHA enrollees during the same time period.

**Upcoming Outreach Calendar**
- This calendar identifies key activities or outreach events occurring in the coming weeks.

### Page Two

**Metric/Term**
- **Total Toxic Exposure Screenings**
- **Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure**
- **Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure**
- **Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure**

**Definition**
- 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.
- 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 (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.
- 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.

**Priority Groups**
- **Priority Group Eligibility Criteria**

  **Group 1:** Service-connected disability rated as 50% or more disabled, 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 awarded a disability for a condition 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% disability, and have an annual income level below our adjusted income limits (based on resident ZIP code), or receiving VA pension benefits, or eligible for Medicare programs.

  **Group 6:** Have a compensable service-connected disability rated as 0% disability, or exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki, or participated in Project 512/NORMAL, 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 agree to pay copays. Eligibility for VA health care benefits will depend on subpriority group.

**EXPLANATION OF TERMS**
- DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD | ISSUE THIRTY-EIGHT—JULY 19, 2024
### Page Two (continued)

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Weekly Total: PACT Act Related Claims Submitted</td>
<td>This metric identifies the total number of VBA benefit claims with at least one PACT Act-related claimed issue received each week.</td>
</tr>
<tr>
<td>Weekly Total: PACT Act Related Claims Completed</td>
<td></td>
</tr>
<tr>
<td>Cumulative Total: PACT Act Related Claims Submitted</td>
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</tr>
<tr>
<td>Cumulative Total: PACT Act Related Claims Completed</td>
<td></td>
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<tr>
<td>Weekly Total: Non-PACT Act Related Claims Submitted</td>
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<tr>
<td>Weekly Total: Non-PACT Act Related Claims Completed</td>
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<tr>
<td>Average Days for PACT Act Claims Completion</td>
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</tr>
<tr>
<td>PACT Act Related Rating Claims Pending &lt;= 125 days</td>
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<tr>
<td>PACT Act Related Rating Claims Completed &lt;= 125 days</td>
<td></td>
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<tr>
<td>Average Days Pending for Non-PACT Act Related Claims Pending &lt;= 125 days</td>
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<tr>
<td>Non-PACT Act Related Claims Completed &lt;= 125 days</td>
<td></td>
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<tr>
<td>Cumulative Total of Non-PACT Related Claims Submitted</td>
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<tr>
<td>Cumulative Total of Non-PACT Related Claims Completed</td>
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<tr>
<td>Total Veterans/Survivors with Completed PACT Act Claims</td>
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<td>Total Veterans with Completed PACT Act Claims</td>
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### Page Three

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<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Electronic PACT Act Claims Submitted by Power of Attorney (percentage)</td>
<td>Total number of PACT disability claims submitted electronically by a Power of Attorney out of the total number of PACT disability claims submitted electronically.</td>
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<tr>
<td>Electronic PACT Act Claims Submitted by Veterans (percentage)</td>
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<tr>
<td>PACT Act Claims Submitted Electronically (percentage)</td>
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</tr>
<tr>
<td>PACT Act Claims Submitted Through Mail (percentage)</td>
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<tr>
<td>Mailed Claims Submitted with a Power of Attorney on File with VA (percentage)</td>
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<tr>
<td>Pending Claims - PACT Related</td>
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<tr>
<td>Pending Claims - Non-PACT Related</td>
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<tr>
<td>Total Pending PACT Act Related Claims with Partial Decisions</td>
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<tr>
<td>Total Pending Non-PACT Act Related Claims with Partial Decisions</td>
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<tr>
<td>Top 5 Most Frequent Conditions on PACT Act Related Claims</td>
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### Page Four

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>MyVA411 Calls that Access the PACT Act Main Menu (Press 8)</td>
<td>This metric identifies the number of calls to 1-800-MyVA411 where callers selected the PACT Act Main Menu (option 8), which provides information about the PACT Act to callers.</td>
</tr>
<tr>
<td>Total MyVA411 Calls that Access the PACT Act Main Menu (Press 8)</td>
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