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:

- 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
- NEW HEALTH CARE & BENEFITS MAP Download Map Here

**Highlight**

As of 07/17/2023, 4 million Veterans have received VA's Toxic Exposure Screening (TES). The screening is a series of questions that takes around 10 minutes and helps identify and plan for any possible health issues related to military-related toxic exposure. Over 1.7 million Veterans have endorsed at least 1 potential exposure. The TES allows VA health care teams to provide ongoing care with a focus on early diagnosis and treatment of any health concerns that might be connected to exposures.

**Making a Difference Through the PACT Act**

A Veteran who served in both the Vietnam and Gulf War-eras passed away in November 1995 from lung cancer. Since service in the Gulf War was not considered a presumptive for cancers before the PACT Act, the claim for survivor benefits submitted by the Veteran's surviving spouse was denied. However, now that the PACT Act has expanded presumption of service connection for several cancers to Gulf War and Post 9/11 era service, the spouse's claim was reopened. In January 2023, the spouse's claim was granted. She received a retroactive benefits payment of $362,157, and she will now receive $1,562 as a monthly benefit.

**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**

- **379,423** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–07/15/2023)
- **377,116** Total Veterans with Completed PACT Act Related Claims
- **7,715** Total Survivors with Completed PACT Act Related Claims
- **153.6** Average Days for PACT Act Related Claim Completion (07/15/2023)
- **47.9%** PACT Act Related Claims Completed ≤ 125 days (07/15/2023)

**Expanding Care**

- **323,111** Total PACT Act Claims Approved (08/10/2022–07/15/2023)
- **78.9%** Approval Rate for PACT Act Related Claims (07/15/2023)
- **103,731** New Enrollees from the PACT Act Planning Population (10/01/2022–07/17/2023)
- **90.8%** VA Health Care 90-Day Trust Score (04/16/2023–07/15/2023)

**Total New VHA Enrollees:** (through 07/17/2023)

| AUG 2021-JULY 2022 | 267,492 |
| AUG 2022-JULY 2023 | 311,635 | +44,143 |

For more information on these 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**

- **4,012,565** Total Toxic Exposure Screenings (09/06/2022–07/17/2023)
- **1,700,566 (42.38%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **332,436 (8.28%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,368,130 (34.10%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

- **103,731** New Enrollees in the PACT Act Planning Population (10/01/2022–07/17/2023)
- **64%** New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

**Benefits Experience**

The charts below show the past 12 weeks (a rolling 12-week view).

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

- **744,701** Cumulative Total PACT Related Claims Submitted (08/10/2022-07/15/2023)
- **728,810** Total Veteran PACT Related Claims Submitted
- **409,755** Cumulative Total PACT Related Claims Completed (08/10/2022-07/15/2023)
- **401,829** Total Survivor PACT Related Claims Completed

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

- **1,320,316** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022-07/15/2023)
- **1,386,296** Cumulative Total Non-PACT Related Claims Completed (08/10/2022-07/15/2023)

**Non-PACT Act Related Rating Claims Completed <125 Days**

- **125.9** Average Days For Non-PACT Related Claim Completion (07/15/2023)
- **67.5%** Non-PACT Act Related Rating Claims Completed <125 Days (07/15/2023)
PACT Act Claims Submission Methods

**27.2%** PACT Act Claims Electronically Submitted (08/10/2022–07/15/2023)

**89.6%** Electronic Claims Submitted by Veterans

**10.4%** Electronic Claims Submitted by Power of Attorney

**72.8%** PACT Act Claims Submitted by Mail (08/10/2022–07/15/2023)

**86.2%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

<table>
<thead>
<tr>
<th>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>126,003</td>
<td>127,665</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>76,159</td>
<td>77,343</td>
<td>82%</td>
<td>18%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>36,199</td>
<td>36,506</td>
<td>54%</td>
<td>46%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>33,785</td>
<td>34,369</td>
<td>51%</td>
<td>49%</td>
</tr>
<tr>
<td>Malignant Growths of Genitourinary System</td>
<td>18,353</td>
<td>18,809</td>
<td>67%</td>
<td>33%</td>
</tr>
</tbody>
</table>

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 07/15/2023)

- Hypertensive Vascular Disease
- Allergic Rhinitis
- Maxillary Sinusitis
- Bronchial Asthma
- Malignant Growths of Genitourinary System

Most Frequent Denial Reasons (As of 07/15/2023)

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:

- **14,737,800** Total Page Views (08/10/2022–07/15/2023)
- **553,546** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–07/15/2023)
- **104,887** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–07/15/2023)
Web and Phone Experience

Digital Advertising (ChooseVA PACT Act Campaign)

772,407,728 Total Impressions
5,155,992 Total Clicks
0.67% Click Through Rate

VA Call Centers

741,679 Total MyVA411 that Access the PACT Act Main Menu (Press 8
10/20/2022-07/15/2023)

156,412 Calls that Access Option 1 to Learn More about PACT Act and Health Care
10/20/2022-07/15/2023)

160,719 Calls that Access Option 2 to Learn More about PACT ACT Benefits
10/20/2022-07/15/2023)

223,587 Calls that Access Option 3 to Learn More about the PACT Act Overall
10/20/2022-07/15/2023)

DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD

ISSUE ELEVEN—JULY 21, 2023
For a view of the data above shown by Congressional District, please visit [https://www.accesstocare.va.gov/Healthcare/PactAct](https://www.accesstocare.va.gov/Healthcare/PactAct). The state totals in the Congressional District view will not match precisely with those above due to differences in methodology.
### Page One

#### Metric/Term

**Total Veterans/Survivors with Completed PACT Act Claims**

**Total Veterans with Completed PACT Act Claims**

**Total Survivors with Completed PACT Act Claims**

**VHA Trust**

**Approval Rate for PACT Act Related Claims since 08/10/22 (percentage)**

**Average Days for PACT Act Claims Completion**

**PACT Act Related Rating Claims Completed <= 125 days**

**PACT Act Claims Approved**

**PACT Act Planning Population**

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

**Total New VHA Enrollees**

**Increase in New Enrollees in VHA**

**Upcoming Outreach Calendar**

### Definition

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. 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. This metric identifies the number of completed PACT disability claims where at least one issue was granted. The PACT Act Planning Population consists of Veterans where VHA 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. This metric 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 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 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. 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. This number identifies the change between 2023 and 2022 VHA enrollees during the same time period. 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**

**New Enrollees in Priority Groups, 1, 2, or 3**

**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 Claims Approved <= 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**

### Definition

This metric 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 exposure related to a toxic substance exposure, and the percentage of responses in which Veterans identified at least one instance of toxic exposure related to 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.

### 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**

### 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 number of VBA claims with at least one PACT Act-related condition pending in the workload. This metric identifies the number of VBA claims which do not have any conditions related to the PACT Act pending in the workload.
**EXPLANATION OF TERMS (CONTINUED)**

**Metric/Term**

**Total Pending PACT Act Claims**

**Definition**
This metric identifies the total number of VBA benefit claims with at least one PACT Act-related condition received from Veterans in a particular state.

**Total Pending Non-PACT Act Claims**

**Definition**
This metric identifies the total number of VBA benefit claims without any PACT Act-related conditions received from Veterans in a particular state.

**VA.gov/PACT Page Views**

**Definition**
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**

**Definition**
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**

**Definition**
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.

**Stewardship**

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

**Metric/Term**

**Total Impressions**

**Definition**
This statistic identifies the total number of PACT Act advertisements rendered on user screens through digital marketing. The impression is not action-based but is the user potentially seeing the PACT Act advertisement for awareness.

**MyVA411 Calls that Access the PACT Act Main Menu (Press 8)**

**Definition**
This statistic identifies the number of calls to the automated MyVA411 line (option 8), which provides information about the PACT Act to callers.

**Geographical Analysis**

Reminder: The Geographical Analysis is included in every other issue of this dashboard publication.

**Metric/Term**

**Veterans in State**

**Definition**
This statistic identifies the number of Veterans in a particular location. This is a projection as of 09/30/2022. This projection is not subdivided for U.S. territories, Freely Associated States, and Philippines; this population is aggregated.

**Total PACT Act Related Claims**

**Definition**
This statistic identifies the total number of VBA benefit claims with at least one PACT Act-related condition separated by state of residence.

**Total PACT Act Related Claims Received**

**Definition**
This statistic identifies the total number of PACT Act-related claims received from Veterans in a particular state.

**Percentage of Total PACT Act Related Claims Received**

**Definition**
This statistic identifies the percentage of VBA benefit claims with at least one PACT Act-related condition received in a particular state divided by the overall number of PACT Act-related claims received.

**Veterans Currently Enrolled with VA for Care**

**Definition**
This statistic identifies the number of Veterans enrolled in VHA healthcare who have a permanent address in a particular state. This does not include those Veterans who do not have a permanent address or those with a permanent address outside the 50 states.

**Percentage of New Enrollees**

**Definition**
This statistic identifies the percentage of Veterans newly enrolled in VHA healthcare who have a permanent address in a particular state, divided by the overall Veteran population. (This does not include those Veterans who do not have a permanent address or those with a permanent address outside the 50 states).

**Further Geographic Explanations**

**Symbol (–)**

U.S. territories, Freely Associated States, and Philippines; this population is aggregated.

**Unknown/Foreign**

The Unknown/Foreign group includes Veterans and Survivors with a foreign address or where state of residence information is currently unavailable.

**<10 Privacy Threshold**

To maintain Veteran and Survivor privacy, receipts and enrollments <10 cannot be publicly shared.