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
Between August 2 to 6, during the Women’s World Cup games, the Department launched a women Veteran focused PACT Act PSA on national and regional spots ranging from Fox Sports and beyond. The PSA encourages women Veterans to learn more about PACT Act services and benefits.

Watch the PSA here and share with the women Veterans in your life.

Making a Difference Through the PACT Act
During a recent visit to a local Veterans Benefits Administration (VBA) office, a Gulf War-era Veteran learned that his psoriasis is now a presumptive condition under the PACT Act due to burn pit exposure he experienced in Iraq and Saudi Arabia. After receiving a denial for another claim, he resubmitted his benefits claim through the local VBA office and within six weeks, his disability rating was increased to 100%. This has renewed his belief that the VA is here to help Veterans and make the processes faster. He encourages other Veterans to contact the VA for a toxic exposure screening and to apply for VA health care.

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

437,358 Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–08/12/2023)

373,402 Total PACT Act Claims Approved (08/10/2022–08/12/2023)

428,501 Total Veterans with Completed PACT Act Related Claims

8,869 Total Survivors with Completed PACT Act Related Claims

154.2 Average Days for PACT Act Related Claim Completion (08/12/2023)

47.4% PACT Act Related Claims Completed <= 125 days (08/12/2023)

78.4% Approval Rate for PACT Act Related Claims (08/12/2023)

Expanding Care

121,176 New Enrollees from the PACT Act Planning Population (10/01/2022–08/13/2023)

Total New VHA Enrollees: (through 08/13/2023)

AUG 2021-AUGUST 2022 291,319

AUG 2022-AUGUST 2023 +53,007 344,326

90.9% VA Health Care 90-Day Trust Score (05/14/2023–08/12/2023)

For more information on these and other events, please visit https://www.va.gov/outreach-and-events/events/
VA is committed to providing world class and timely health care, benefits and services to Veterans and Survivors. In this section, we measure VA’s success in delivering outstanding and timely support and in earning the Veteran’s and Survivor’s trust.

**Care Experience**

- **4,253,494** Total Toxic Exposure Screenings (09/06/2022–08/13/2023)
- **1,811,219 (42.58%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **356,712 (8.39%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,454,507 (34.20%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

- **121,176** New Enrollees in the PACT Act Planning Population (10/01/2022–08/13/2023)
- **63%** New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)
- **3,903,895** Current Enrollees in the PACT Act Planning Population (as of 08/13/2023)

**Benefits Experience**

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

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

<table>
<thead>
<tr>
<th>WEEKLY TOTALS</th>
<th>05/27/2023</th>
<th>06/03/2023</th>
<th>06/10/2023</th>
<th>06/17/2023</th>
<th>06/24/2023</th>
<th>07/01/2023</th>
<th>07/08/2023</th>
<th>07/15/2023</th>
<th>07/22/2023</th>
<th>07/29/2023</th>
<th>08/05/2023</th>
<th>08/12/2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUBMITTED</td>
<td>20,118</td>
<td>19,952</td>
<td>19,568</td>
<td>19,809</td>
<td>17,994</td>
<td>22,646</td>
<td>16,241</td>
<td>22,047</td>
<td>27,760</td>
<td>29,522</td>
<td>41,465</td>
<td>66,201</td>
</tr>
<tr>
<td>COMPLETED</td>
<td>14,798</td>
<td>12,399</td>
<td>16,230</td>
<td>15,900</td>
<td>12,902</td>
<td>14,115</td>
<td>15,722</td>
<td>15,980</td>
<td>15,404</td>
<td>15,184</td>
<td>17,476</td>
<td></td>
</tr>
</tbody>
</table>

- **154.2** Average Days For PACT Act Related Claim Completion (08/12/2023)
- **47.4%** PACT Act Related Rating Claims Completed <\=125 Days (08/12/2023)

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

<table>
<thead>
<tr>
<th>WEEKLY TOTALS</th>
<th>05/27/2023</th>
<th>06/03/2023</th>
<th>06/10/2023</th>
<th>06/17/2023</th>
<th>06/24/2023</th>
<th>07/01/2023</th>
<th>07/08/2023</th>
<th>07/15/2023</th>
<th>07/22/2023</th>
<th>07/29/2023</th>
<th>08/05/2023</th>
<th>08/12/2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUBMITTED</td>
<td>25,421</td>
<td>24,975</td>
<td>23,635</td>
<td>25,561</td>
<td>24,040</td>
<td>28,371</td>
<td>23,271</td>
<td>25,878</td>
<td>29,736</td>
<td>29,514</td>
<td>36,413</td>
<td>38,967</td>
</tr>
<tr>
<td>COMPLETED</td>
<td>28,631</td>
<td>22,435</td>
<td>26,838</td>
<td>26,954</td>
<td>21,938</td>
<td>22,097</td>
<td>17,373</td>
<td>22,687</td>
<td>25,143</td>
<td>25,630</td>
<td>21,629</td>
<td>22,471</td>
</tr>
</tbody>
</table>

- **125.3** Average Days For Non-PACT Related Claim Completion (08/12/2023)
- **67.6%** Non-PACT Act Related Rating Claims Completed <\=125 Days (08/12/2023)
PACT Act Claims Submission Methods

31.8% PACT Act Claims Electronically Submitted (08/10/2022–08/12/2023)

91.8% Electronic Claims Submitted by Veterans

8.2% Electronic Claims Submitted by Power of Attorney

68.2% PACT Act Claims Submitted by Mail (08/10/2022–08/12/2023)

86.0% 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

Condition Number of Claims Number of Issues Percent Granted Percent Denied

Hypertensive Vascular Disease 144,463 146,391 79% 21%
Allergic Rhinitis 85,579 86,918 82% 18%
Maxillary Sinusitis 40,417 40,748 54% 46%
Bronchial Asthma 38,256 38,927 50% 50%
Malignant Growths of Genitourinary System 21,363 21,889 67% 33%

Most Frequent Denial Reasons

No Diagnosis
Not Incurred or Not Caused by Service
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:

18,921,921 Total Page Views (08/10/2022–08/13/2023)
757,609 Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–08/13/2023)
146,883 Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–08/13/2023)
Web and Phone Experience

Digital Advertising (ChooseVA PACT Act Campaign)

Weeks 05/27 2023 to 06/12 2023

<table>
<thead>
<tr>
<th>Date</th>
<th>Clicks</th>
<th>Impressions</th>
<th>CTR</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/03 2023</td>
<td>127,798</td>
<td>17,285,646</td>
<td>0.74%</td>
</tr>
<tr>
<td>06/10 2023</td>
<td>127,039</td>
<td>17,715,849</td>
<td>0.72%</td>
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<tr>
<td>06/17 2023</td>
<td>156,807</td>
<td>20,866,958</td>
<td>0.78%</td>
</tr>
<tr>
<td>06/24 2023</td>
<td>165,703</td>
<td>22,819,255</td>
<td>0.79%</td>
</tr>
<tr>
<td>07/01 2023</td>
<td>201,501</td>
<td>24,637,017</td>
<td>0.90%</td>
</tr>
<tr>
<td>07/08 2023</td>
<td>189,629</td>
<td>23,110,421</td>
<td>0.90%</td>
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<tr>
<td>07/15 2023</td>
<td>199,640</td>
<td>21,724,976</td>
<td>1.17%</td>
</tr>
<tr>
<td>07/22 2023</td>
<td>156,807</td>
<td>8,110,277</td>
<td>2.96%</td>
</tr>
<tr>
<td>07/29 2023</td>
<td>225,860</td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/05 2023</td>
<td>253,899</td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/12 2023</td>
<td>240,098</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Impressions:** 848,244,022

**Total Clicks:** 6,107,591

**Click Through Rate:** 0.72%

VA Call Centers

**844,445**
Total MyVA411 that Access the PACT Act Main Menu (Press 8)
(10/20/2022-08/12/2023)

**197,585**
Calls that Access Option 1 to Learn More about PACT Act and Health Care
(10/20/2022-08/12/2023)

**176,962**
Calls that Access Option 2 to Learn More about PACT ACT Benefits
(10/20/2022-08/12/2023)

**244,178**
Calls that Access Option 3 to Learn More about the PACT Act Overall
(10/20/2022-08/12/2023)
GEOGRAPHICAL ANALYSIS

For a view of the data above shown by Congressional District, please visit 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

**Definition**
This metric identifies the total number of Veterans who filed a PACT Act benefit claim which VBA processed to completion. This metric identifies the total number of Veterans who filed a PACT Act benefit claim which was processed to completion. This metric identifies the total number of Veterans who filed a PACT Act benefit claim which VBA processed to completion. This metric identifies the number of PACT Act claims completed on a given date. }

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

**Definition**
This metric measures the percentage of PACT act claims that were completed within 125 days of submission. This metric measures the percentage of PACT act claims that were completed within 125 days of submission. This metric measures the percentage of PACT act claims that were completed within 125 days of submission. This metric measures the percentage of PACT act claims that were completed within 125 days of submission.

**Average Days for PACT Act Claims Completion**

**Definition**
This metric identifies the average number of days it takes VBA to process a PACT Act related benefit claim. This metric identifies the average number of days it takes VBA to process a PACT Act related benefit claim. This metric identifies the average number of days it takes VBA to process a PACT Act related benefit claim. This metric identifies the average number of days it takes VBA to process a PACT Act related benefit claim.

### 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 metric identifies the total number of Veterans who have received a VHA Toxic Exposure Screening. Every Veteran enrolled in VA health care will receive an initial screening and a follow-up screening at least once every 5 years. Veterans who are not enrolled and who meet eligibility requirements (specific, age or income) will have an opportunity to enroll and receive the screening.

This statistic identifies the number of non-PACT VBA benefit claims that have been completed in 125 days or less. This statistic identifies the number of non-PACT VBA benefit claims that have been completed in 125 days or less. This statistic identifies the number of non-PACT VBA benefit claims that have been completed in 125 days or less. This statistic identifies the number of non-PACT VBA benefit claims that have been completed in 125 days or less.

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

**Definition**
This metric identifies the number of new enrollees in VA health care that fall within the PACT Act Planning Population to understand the impact of the PACT Act on enrollment. By design, this more focused metric will always be a subset of the metric above that shows overall new enrollment regardless of whether a Veteran is in an eligible PACT Act cohort. Together these two enrollment metrics help identify both the broad impact of PACT Act on enrollment - for example, those who may enroll for VA health care because of the publicity of PACT Act but are not directly eligible because of PACT Act - and the more direct impact of PACT Act—meaning those who are enrolling from populations VA assesses as becoming eligible due to the PACT Act.

**Upcoming Outreach Calendar**

**Definition**
This calendar identifies key activities or outreach events occurring in the coming weeks.

### 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)

**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 number of PACT Act-related condition pending in the workload. This metric identifies the number of PACT Act-related condition pending in the workload.

**Pending Claims—PACT Related**

**Definition**
This metric identifies the total number of PACT Act-related condition pending in the workload. This metric identifies the total number of PACT Act-related condition pending in the workload. This metric identifies the total number of PACT Act-related condition pending in the workload. This metric identifies the total number of PACT Act-related condition pending in the workload.
**EXPLANATION OF TERMS (CONTINUED)**

**Metric/Term**

Total Pending PACT Act Related Claims with Partial Decisions

Total Pending Non-PACT Act Related Claims with Partial Decisions

Top 5 Most Frequent Conditions on PACT Act Related Claims

**Definition**

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 breakpoints 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.


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; No Diagnosis: Claimed condition is denied because the medical evidence of record fails to show that the disability has been clinically diagnosed; Not Established by Presumption: Claimed condition is denied because the evidence of record does not show that certain criteria was met for a grant of service connection on a presumptive basis.

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

This statistic identifies the current number of pending VBA benefit claims without any PACT Act-related conditions.

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

This statistic 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.

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 online.

**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)(as per OMB A-11 Circular § 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 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).

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.

**Geographical Analysis**

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

**Metric/Term**

Veterans in State

Total PACT Act Related Claims Received

Percentage of Total PACT Act Related Claims Received

Veterans Currently Enrolled with VA for Care

New Enrollees

Percentage of New Enrollees

**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, Federally Associated States, and Philippines; this population is aggregated.

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

This statistic identifies the number 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.

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).

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, Federally Associated States, and Philippines

Unknown/Foreign

<10 Privacy Threshold

This symbol indicates that data is unavailable.


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

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