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

Help spread the word—download PACT Act Outreach Materials!

**Highlight**

The Next PACT Act Deadline: Are you a Veteran who deployed to a combat zone but never signed up for VA health care? If you left active duty between 9/11/01 and 10/1/13, you should apply today. VA is the best, most affordable health care in America for Veterans—and this is your chance to sign up. Even if you don’t need this care today, you might need it tomorrow, or the next day, or 30 years from now. And once you’re in, you have access for life. So, don’t miss this opportunity—the deadline is September 30. Get the care you deserve today at VA.gov/PACT.

**Making a Difference Through the PACT Act**

An Air Force Veteran, who was in the reserves for 10 years and deployed twice since 2017, knew about VA health care but didn’t think twice about enrolling for a long time. It wasn’t until after his second deployment, when he attended a VA PACT Act event, that he finally made the decision to enroll. Shortly after, when he had his first VA health care appointment, he said: “I’m grateful for the PACT Act because it’s allowing myself and Veterans like me, who deployed in the Middle East around burn pits locations, get the much-needed health care we hoped for.”

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

- **469,232** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–08/26/2023)
- **459,744** Total Veterans with Completed PACT Act Related Claims
- **9,500** Total Survivors with Completed PACT Act Related Claims
- **154.5** Average Days for PACT Act Related Claim Completion (08/26/2023)
- **47.2%** PACT Act Related Claims Completed <= 125 days (08/26/2023)

### Expanding Care

- **148,316** New Enrollees from the PACT Act Planning Population (08/10/2022–08/27/2023)
- **401,164** Total PACT Act Claims Approved (08/10/2022–08/26/2023)
- **78.2%** Approval Rate for PACT Act Related Claims (08/26/2023)
- **305,443** AUG 2021-AUGUST 2022
- **361,123** AUG 2022-AUGUST 2023 +55,680
- **91%** VA Health Care 90-Day Trust Score (05/28/2023–08/26/2023)

*The start date for this metric has been adjusted back to enactment (from October 1, 2022) to be consistent with other metrics. As a result, the total for this Issue increased more than typical due to the longer date range.*

### UPCOMING OUTREACH CALENDAR

<table>
<thead>
<tr>
<th>September 07</th>
<th>September 08</th>
<th>September 14</th>
<th>September 21</th>
<th>September 28</th>
<th>September 30</th>
</tr>
</thead>
</table>

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**

- **4,369,826** Total Toxic Exposure Screenings (09/06/2022–08/27/2023)
- **1,864,826 (42.68%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **368,250 (8.43%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,496,576 (34.25%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

**New Enrollees in the PACT Act Planning Population (08/10/2022–08/27/2023)**

- **148,316** New Enrollees in the PACT Act Planning Population
- **64%** New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)
- **75,499** NEW New Enrollees enrolled with a PACT Act Authority (08/10/2022–08/15/2023)
- **3,909,406** Current Enrollees in the PACT Act Planning Population (as of 08/27/2023)

*The start date for this metric has been adjusted back to enactment (from October 1, 2022) to be consistent with other metrics. As a result, the total for this Issue increased more than typical due to the longer date range.

**Benefits Experience**

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

- **Claims Submitted and Completed—PACT Act-Related**
  - **978,345** Cumulative Total PACT Related Claims Submitted (08/10/2022-08/26/2023)
  - **960,516** Total Veteran PACT Related Claims Submitted
  - **513,052** Cumulative Total PACT Related Claims Completed (08/10/2022-08/26/2023)
  - **503,294** Total Survivor PACT Related Claims Completed
  - **39.2%** Percentage of Claims Submitted PACT Related vs. Non-PACT Related (08/10/2022-08/26/2023)
  - **60.8%** PACT Related
  - **125.3** Average Days For Non-PACT Related Claim Completion (08/26/2023)
  - **1,518,856** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022-08/26/2023)
  - **1,524,055** Cumulative Total Non-PACT Related Claims Completed (08/10/2022-08/26/2023)

- **Claims Submitted and Completed—Non-PACT Act-Related**
  - **125.3** Average Days For Non-PACT Related Claim Completion (08/26/2023)
  - **67.6%** Non-PACT Act Related Rating Claims Completed </=125 Days (08/10/2022-08/26/2023)
PACT Act Claims Submission Methods

- **32.1%** PACT Act Claims Electronically Submitted (08/10/2022–08/26/2023)
- **92.1%** Electronic Claims Submitted by Veterans
- **7.9%** Electronic Claims Submitted by Power of Attorney
- **67.9%** PACT Act Claims Submitted by Mail (08/10/2022–08/26/2023)
- **85.8%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

- **531,454** Total Pending PACT Act Related Claims (as of 08/26/2023)
- **530,642** Total Pending Non-PACT Act Related Claims (as of 08/26/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 08/26/2023)

<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>155,102</td>
<td>157,207</td>
<td>78%</td>
<td>22%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>91,079</td>
<td>92,504</td>
<td>82%</td>
<td>18%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>43,029</td>
<td>43,377</td>
<td>54%</td>
<td>46%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>40,700</td>
<td>41,435</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Malignant Growth of Genitourinary System</td>
<td>22,923</td>
<td>23,495</td>
<td>66%</td>
<td>34%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (As of 08/26/2023)

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)**

- **DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD | ISSUE FIFTEEN—SEPTEMBER 01, 2023**
Web and Phone Experience

Digital Advertising (ChooseVA PACT Act Campaign)

<table>
<thead>
<tr>
<th>WEEKLY TOTALS</th>
<th>CLICKS</th>
<th>IMPRESSIONS</th>
<th>CTR</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/10 2023</td>
<td>127,619</td>
<td>17,715,849</td>
<td>0.72%</td>
</tr>
<tr>
<td>06/17 2023</td>
<td>156,807</td>
<td>20,208,253</td>
<td>0.78%</td>
</tr>
<tr>
<td>06/24 2023</td>
<td>166,763</td>
<td>20,866,958</td>
<td>0.79%</td>
</tr>
<tr>
<td>07/01 2023</td>
<td>203,501</td>
<td>24,637,817</td>
<td>0.90%</td>
</tr>
<tr>
<td>07/08 2023</td>
<td>189,629</td>
<td>23,180,355</td>
<td>0.90%</td>
</tr>
<tr>
<td>07/15 2023</td>
<td>199,640</td>
<td>23,110,421</td>
<td>0.90%</td>
</tr>
<tr>
<td>07/22 2023</td>
<td>156,807</td>
<td>21,724,976</td>
<td>0.78%</td>
</tr>
<tr>
<td>07/29 2023</td>
<td>225,860</td>
<td>8,110,277</td>
<td>1.17%</td>
</tr>
<tr>
<td>08/05 2023</td>
<td>255,899</td>
<td>181,585</td>
<td>2.96%</td>
</tr>
<tr>
<td>08/12 2023</td>
<td>240,098</td>
<td></td>
<td>22.70%</td>
</tr>
<tr>
<td>08/14 2023</td>
<td>41,268</td>
<td>6,148,859</td>
<td></td>
</tr>
</tbody>
</table>

*The PACT Act advertising campaign for the August 10 “intent to file” deadline concluded on August 14, 2023. VA is continuing PACT advertising at varying levels.

VA Call Centers

868,992 Total MyVA411 that Access the PACT Act Main Menu (Press 8)
(10/20/2022-08/26/2023)

206,944 Calls that Access Option 1 to Learn More about PACT Act and Health Care
(10/20/2022-08/26/2023)

180,076 Calls that Access Option 2 to Learn More about PACT ACT Benefits
(10/20/2022-08/26/2023)

248,725 Calls that Access Option 3 to Learn More about the PACT Act Overall
(10/20/2022-08/26/2023)

STEWARDSHIP

Issue 15—September 01, 2023

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, P.L. 117-68.

PACT ACT Toxic Exposures Fund (TEF)

(Initial $500M)

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

<table>
<thead>
<tr>
<th>VA ACCOUNT</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>
</tr>
</thead>
<tbody>
<tr>
<td>VHA Medical Care</td>
<td>101</td>
<td></td>
<td></td>
<td>$34,124,000</td>
<td>$9,897,000</td>
</tr>
<tr>
<td>Medical and Prosthetic Research</td>
<td>8</td>
<td></td>
<td></td>
<td>$650,000</td>
<td>$376,000</td>
</tr>
<tr>
<td>Office of Information &amp; Technology</td>
<td>99</td>
<td></td>
<td>29</td>
<td>$123,053,000</td>
<td>$89,301,000</td>
</tr>
<tr>
<td>VBA General Operating Expenses</td>
<td>1,884</td>
<td></td>
<td></td>
<td>$302,018,000</td>
<td>$249,086,000</td>
</tr>
<tr>
<td>Board of Veterans’ Appeals</td>
<td>153</td>
<td></td>
<td></td>
<td>$10,328,000</td>
<td></td>
</tr>
<tr>
<td>Office of General Counsel</td>
<td>73</td>
<td>60</td>
<td>2</td>
<td>$4,374,000</td>
<td>$2,907,000</td>
</tr>
<tr>
<td>VA Central Office</td>
<td>64</td>
<td>43</td>
<td>10</td>
<td>$25,453,000</td>
<td>$20,421,000</td>
</tr>
<tr>
<td>Total PACT Act Toxic Exposures Fund</td>
<td>2,382</td>
<td>103</td>
<td>41</td>
<td>$500,000,000</td>
<td>$371,988,000</td>
</tr>
</tbody>
</table>
EXPLANATION OF TERMS

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

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
New Enrollees enrolled with a PACT Act Authority
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 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

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 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 unique number of Survivors 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.
This metric describes the health care benefits and how much they may have to pay (if anything) toward the cost of care. To learn more about the factors that impact
The 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.
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**Page Three (continued)**

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Pending PACT Act Related Claims with Partial Decisions</td>
<td>This metric identifies the number of currently pending PACT Act-related disability benefit claims where a partial decision was rendered on the claim.</td>
</tr>
<tr>
<td>Total Pending Non-PACT Act Related Claims with Partial Decisions</td>
<td>This metric identifies the number of currently pending non-PACT Act-related disability benefit claims where a partial decision was rendered on the claim.</td>
</tr>
<tr>
<td>Top 5 Most Frequent Conditions on PACT Act Related Claims</td>
<td>Top 5 most frequent conditions on PACT Act-related disability claims with breakpoints for the # of distinct claims associated with these claimed conditions, the 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, <a href="https://www.veteranshealthlibrary.va.gov">https://www.veteranshealthlibrary.va.gov</a> and the Veteran's Health Encyclopedia. <a href="https://www.veteranshealthlibrary.va.gov/Encyclopedia">https://www.veteranshealthlibrary.va.gov/Encyclopedia</a></td>
</tr>
<tr>
<td>Top 3 reasons for denials on decisions on PACT disability claims:</td>
<td>Not Insured/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.</td>
</tr>
</tbody>
</table>

**First Geographic Explanations**

**Most Frequent Denial Reasons**

- To maintain Veteran and Survivor privacy, receipts and enrollments <10 cannot be publicly shared.
- This symbol indicates that data is unavailable.
- This metric 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 statistic 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.

**Total Pending PACT Act Claims**

- This statistic identifies the number of Veterans enrolled in VHA healthcare who have a permanent address in a particular state. (This does not show that certain criteria was met for a grant of service connection on a presumptive basis.

**Total Pending Non-PACT Act Claims**

- This statistic identifies the total number of PACT Act related claims received in a particular state divided by the overall number of PACT Act related claims received.

**VA.gov/PACT Page Views**

- 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.

**Total Clicks on Call to Action to File a Disability Claim Online**

- This statistic identifies the total number of pending non-PACT Act related disability benefit claims where a partial decision was rendered on the claim.

**Total Clicks on Call to Action to Enroll in Health Care**

- 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.

**Page Four**

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

**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>An employee who has been hired under an appointment (of employment) of more than 1 year but usually not more than 4 years.</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>

**Geographical Analysis**

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

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans in State</td>
<td>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.</td>
</tr>
<tr>
<td>Total PACT Act Related Claims Received</td>
<td>This statistic identifies the total number of VBA benefit claims with at least one PACT Act-related condition separated by state of residence.</td>
</tr>
<tr>
<td>Percentage of Total PACT Act Related Claims Received</td>
<td>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.</td>
</tr>
<tr>
<td>Veterans Currently Enrolled with VA for Care</td>
<td>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).</td>
</tr>
<tr>
<td>New Enrollees</td>
<td>This statistic identifies the number of Veterans newly 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).</td>
</tr>
<tr>
<td>Percentage of New Enrollees</td>
<td>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).</td>
</tr>
</tbody>
</table>

**Further Geographic Explanations**

<table>
<thead>
<tr>
<th>Symbol (-)</th>
<th>This symbol indicates that data is unavailable.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unknown/Foreign</td>
<td>The Unknown/Foreign group includes Veterans and Survivors with a foreign address or where state of residence information is currently unavailable.</td>
</tr>
<tr>
<td>&lt;10 Privacy Threshold</td>
<td>To maintain Veteran and Survivor privacy, receipts and enrollments &lt;10 cannot be publicly shared.</td>
</tr>
</tbody>
</table>