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

Mr. Ritch served in the Navy, Navy Reserves, Air Force and Air Guard for over 35 years as an Aircrew Life Support Craftsman and an Aircrew Flight Equipment Craftsman as part of a rescue unit. He had a total of 7 trips into the Southwest Asian Theatre, including Saudi Arabia, Kuwait, Uzbekistan, and Afghanistan. Some locations are newly identified under the PACT Act legislation. Previously, his medical issues were not covered for disability compensation benefits by VA, but thanks to the PACT Act, he was able to get an overall combined 100% permanent and total disabling disability evaluation. The benefits he’s now receiving will help provide for his family’s well-being. Mr. Ritch stated, “Financially this is a big step, it doubles as a blessing.”

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

- **501,929** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–09/09/2023)
- **491,810** Total Veterans with Completed PACT Act Related Claims
- **10,133** Total Survivors with Completed PACT Act Related Claims
- **153.5** Average Days for PACT Act Related Claim Completion (09/09/2023)
- **491,810** Total Veterans with Completed PACT Act Related Claims
- **429,335** Total PACT Act Claims Approved (08/10/2022–09/09/2023)
- **77.9%** Approval Rate for PACT Act Related Claims (09/09/2023)

Expanding Care

- **158,691** New Enrollees in the PACT Act Planning Population (08/10/2022–09/09/2023)
- **317,283** Total New VHA Enrollees (through 09/10/2023)
- **378,995** Total New VHA Enrollees (through 09/10/2023) +61,712
- **91%** VA Health Care 90-Day Trust Score (06/11/2023–09/09/2023)

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**

- **4,465,864** Total Toxic Exposure Screenings (09/06/2022–09/10/2023)
- **1,908,872 (42.74%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **377,311 (8.45%)** Total Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure
- **1,531,561 (34.29%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

- **158,691** New Enrollees in the PACT Act Planning Population (08/10/2022–09/10/2023)
- **1,783,958 NEW** Total Veterans that may be eligible for the SEP
- **1,373,969 NEW** Total Veterans Currently Enrolled
- **409,989 NEW** Total Veterans not yet Enrolled
- **40,997 NEW** Total New Enrollees from 10/01/2022 to Present

**1-YEAR SPECIAL ENROLLMENT PERIOD (SEP)**

Veterans who deployed to a combat zone, never enrolled in VA health care, and left active duty between September 11, 2001, and October 1, 2013, are eligible to enroll directly in VA health care in a special enrollment period until September 30, 2023.

- **12,867 NEW** Total New Enrollees from 10/01/2022 to Present
- **409,989 NEW** Total Veterans not yet Enrolled

**Benefits Experience**

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

- **PACT Act Related-Submitted**
- **PACT Act Related-Completed**

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

- **Non-PACT Act Related-Submitted**
- **Non-PACT Act Related-Completed**

**1,020,378** Cumulative Total PACT Related Claims Submitted (08/10/2022–09/09/2023)

**1,001,914** Total Veteran PACT Related Claims Submitted

**18,464** Total Survivor PACT Related Claims Submitted

**551,407** Cumulative Total PACT Related Claims Completed (08/10/2022–09/09/2023)

**540,992** Total Veteran PACT Related Claims Completed

**10,415** Total Survivor PACT Related Claims Completed

**Percentage of Claims Submitted PACT Related vs. Non-PACT Related (08/10/2022–09/09/2023)**

- **39.3%** PACT RELATED
- **60.7%** NON-PACT RELATED

**1,575,880** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–09/09/2023)

**1,564,473** Cumulative Total Non-PACT Related Claims Completed (08/10/2022–09/09/2023)

**125.3** Average Days For Non-PACT Related Claim Completion (09/09/2023)

**67.5%** Non-PACT Act Related Rating Claims Completed <=125 Days (09/09/2023)
PACT Act Claims Submission Methods

- **31.7%** PACT Act Claims Electronically Submitted (08/10/2022–09/09/2023)
- **92.1%** Electronic Claims Submitted by Veterans
- **7.9%** Electronic Claims Submitted by Power of Attorney
- **68.3%** PACT Act Claims Submitted by Mail (08/10/2022–09/09/2023)
- **85.7%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

- **535,132** Total Pending PACT Act Related Claims (as of 09/09/2023)
- **547,518** Total Pending Non-PACT Act Related Claims (as of 09/09/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 09/09/2023)

<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>165,478</td>
<td>167,723</td>
<td>78%</td>
<td>22%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>97,262</td>
<td>98,775</td>
<td>82%</td>
<td>18%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>46,044</td>
<td>46,413</td>
<td>54%</td>
<td>46%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>43,368</td>
<td>44,162</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Malignant Growths of Genitourinary System</td>
<td>24,440</td>
<td>25,051</td>
<td>66%</td>
<td>34%</td>
</tr>
</tbody>
</table>

Average Days Pending for PACT Act Related Claims (09/09/2023)

- **105.5** Average Days Pending for PACT Act Related Claims (09/09/2023)
- **367,213** Total PACT ACT Related Claims Pending <=125 Days (09/09/2023)
- **92.4** Average Days Pending for Non-PACT Act Related Claims (09/09/2023)
- **426,293** Total Non-PACT Act Related Claims Pending <=125 Days (09/09/2023)

Most Frequent Denial Reasons (as of 09/09/2023)

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)**

<table>
<thead>
<tr>
<th>Week</th>
<th>PACT Act Main Menu Calls</th>
<th>Total Pageviews</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/24/2023</td>
<td>378,052</td>
<td>1,998,551</td>
</tr>
<tr>
<td>07/01/2023</td>
<td>496,293</td>
<td>2,219,593</td>
</tr>
<tr>
<td>07/08/2023</td>
<td>437,433</td>
<td>2,097,505</td>
</tr>
<tr>
<td>07/15/2023</td>
<td>503,898</td>
<td>2,020,617</td>
</tr>
<tr>
<td>07/22/2023</td>
<td>773,661</td>
<td>2,078,373</td>
</tr>
<tr>
<td>07/29/2023</td>
<td>633,826</td>
<td>2,098,261</td>
</tr>
<tr>
<td>08/05/2023</td>
<td>1,078,233</td>
<td>2,239,691</td>
</tr>
<tr>
<td>08/12/2023</td>
<td>1,698,401</td>
<td>1,988,346</td>
</tr>
<tr>
<td>08/19/2023</td>
<td>437,705</td>
<td>1,95,978</td>
</tr>
<tr>
<td>08/26/2023</td>
<td>195,978</td>
<td>182,916</td>
</tr>
<tr>
<td>09/02/2023</td>
<td>244,631</td>
<td>7,813</td>
</tr>
<tr>
<td>09/09/2023</td>
<td>9,971</td>
<td></td>
</tr>
</tbody>
</table>

The PACT Act webpage has received to date:

- **19,982,551** Total Page Views (08/10/2022–09/10/2023)
- **812,797** Total Calls on Call to Action to File a Disability Claim Online (08/10/2022–09/10/2023)
- **159,182** Total Calls on Call to Action to Enroll in Health Care (08/10/2022–09/10/2023)
Web and Phone Experience

Digital Advertising (ChooseVA PACT Act Campaign)

![Graph showing impressions and clicks over time]

- **Total Impressions**: 851,429,567
- **Total Clicks**: 6,180,848
- **Click Through Rate**: 0.73%

<table>
<thead>
<tr>
<th>WEEKLY TOTALS</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>
<th>08/19 2023</th>
<th>09/02 2023</th>
<th>09/09 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clicks</td>
<td>165,703</td>
<td>203,381</td>
<td>199,629</td>
<td>199,640</td>
<td>196,907</td>
<td>225,660</td>
<td>253,899</td>
<td>240,098</td>
<td>81,098</td>
<td>8,920</td>
<td>23,069</td>
</tr>
<tr>
<td>Impressions</td>
<td>20,866,958</td>
<td>22,819,255</td>
<td>24,637,017</td>
<td>24,310,855</td>
<td>20,208,253</td>
<td>23,110,421</td>
<td>21,457,976</td>
<td>8,110,277</td>
<td>181,583</td>
<td>1,957,543</td>
<td>1,397,541</td>
</tr>
<tr>
<td>CTR</td>
<td>0.79%</td>
<td>0.90%</td>
<td>0.90%</td>
<td>0.90%</td>
<td>0.78%</td>
<td>0.90%</td>
<td>1.17%</td>
<td>2.96%</td>
<td>22.70%</td>
<td>0.85%</td>
<td>1.10%</td>
</tr>
</tbody>
</table>

VA Call Centers

- **886,776** Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022-09/09/2023)
- **212,060** Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022-09/09/2023)
- **183,530** Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022-09/09/2023)
- **252,834** Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022-09/09/2023)
For a view of the data above shown by Congressional District, please visit https://www.accessstocare.va.gov/Healthcare/PactAct.
The state totals in the Congressional District view will not match precisely with those above due to differences in methodology.
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.

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

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 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 unique number of Veterans who have received a VA 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.

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

This metric identifies the unique number of Veterans who filed a PACT Act benefit claim which VBA processed to completion.

Terminology:
- VHA: The Department of Veterans Affairs (VA)
- PACT Act: A significant piece of legislation that offers health care for toxic exposure screening, treatment, and compensation
- VBA: The Veterans Benefits Administration, which processes VA claims
- AVG: Average
- ADC: Average Days to Complete
- SEP: Special Enrollment Period
- VHA Trust: A percentage reflecting 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.

Metric/Definition:
- 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
- Total New VHA Enrollies
- Increase in New Enrollies in VHA
- Upcoming Outreach Calendar

1-Year Special Enrollment:

Metric/Definition:
- 1-Year Special Enrollment Period (SEP)
- Total Veterans that may be eligible for the SEP
- Total Veterans Currently Enrolled
- Total Veterans not yet Enrolled
- Total New Enrollies from 10/01/2022 to Present

Definition:
- Combat Veteran Eligibility with an end date of September 30, 2023 for Veterans who discharged between September 11, 2001 and September 30, 2013 and applied outside their 5-year eligibility period.
- Total Veterans from the PACT Act Planning Population that may be eligible for the Special Enrollment Period (SEP).
- Total Veterans from the PACT Act Planning Population that may be eligible for SEP and currently enrolled.
- Total Veterans from the PACT Act Planning Population that may be eligible for SEP and are currently non-enrolled.
- Veterans from the group of "Total Veterans that may be eligible for SEP" who have enrolled between 10/1/2022 and present.
### 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 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**
- Total number of PACT disability claims submitted electronically by a Power of Attorney out of the total number of PACT disability claims submitted electronically.
- Total number of PACT disability claims submitted electronically by a Veteran out of the total number of PACT disability claims submitted electronically.
- Total number of PACT disability claims submitted electronically out of the total number of PACT disability claims submitted.
- Total number of PACT disability claims submitted through mail out of the total number of PACT disability claims submitted.
- 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 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.
- 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.

**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
- Onboarde
- 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 (1,080 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, Freely Associated States, and Philippines; this population is aggregated.
- This statistic identifies the total number of VBA benefit claims with at least one PACT Act related condition separated by state of residence.
- 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.
- 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 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).
- This symbol indicates that data is unavailable.
- To maintain Veteran and Survivor privacy, receipts and enrollments <10 cannot be publicly shared.

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**EXPLANATION OF TERMS (CONTINUED)**

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

**Metric/Term**
- Total Impressions
- 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 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.
- 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.

**Geographical Analysis**

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

**Metric/Term**
- U.S. territories, Freely Associated States, and Philippines

**Definition**
- 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.