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.

**Highlight**

The weekly enrollment for the PACT Act One-Year Special Eligibility Combat Veterans cohort has increased by 119% from 8,573 to 18,800 from August 15 to September 24. This greatly exceeds the previous enrollment pace of 8,573 Veterans over 10 months from 10/1/2022–08/14/2023. This drastic increase coincides with an expanded communications and outreach campaign which began on August 15. We encourage you to keep sharing VA.gov/PACT with your communities and networks.

**Making a Difference Through the PACT Act**

In 2015, Mr. Brad Majercin, a U.S. Navy Veteran who served during the Vietnam Era and deployed to Guam, filed a disability claim for hearing loss. At the time, he received a 10% rating. Unfortunately, at the age of 45, Brad was diagnosed with Prostate Cancer—a presumptive condition linked to his service in Guam. In April 2022, Brad learned that Guam would be an eligible presumptive location under the PACT ACT. He filed a new claim for service connection and, in February 2023, was rated 100% disabled. This was life-changing for Brad and his family, and he encourages other Veterans to apply for the care and benefits they deserve.

**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

- **535,557** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–09/23/2023)
- **524,809** Total Veterans with Completed PACT Act Related Claims
- **10,765** Total Survivors with Completed PACT Act Related Claims
- **153.1** Average Days for PACT Act Related Claim Completion (09/23/2023)
- **47.6%** PACT Act Related Claims Completed <= 125 days (09/23/2023)

### Expanding Care

- **458,480** Total PACT Act Claims Approved (08/10/2022–09/23/2023)
- **77.6%** Approval Rate for PACT Act Related Claims (09/23/2023)
- **172,766** New Enrollees in the PACT Act Planning Population (08/10/2022–09/24/2023)

### Total New VHA Enrollees:

- **329,258** AUG 2021-SEPTEMBER 2022
- **401,639** AUG 2022-SEPTEMBER 2023
- **+72,381**

### VA Health Care 90-Day Trust Score

- **91%** (06/11/2023–09/24/2023)

**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**

- **4,573,518** Total Toxic Exposure Screenings (09/06/2022–09/24/2023)
- **1,957,317 (42.80%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **387,404 (8.47%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,569,913 (34.33%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure
- **172,766** New Enrollees in the PACT Act Planning Population (08/10/2022–09/24/2023)
- **61%** New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)
- **95,796** Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022
- **3,927,876** Current Enrollees in the PACT Act Planning Population (as of 09/24/2023)
- **153.1** Average Days For PACT Act Related Claim Completion (09/23/2023)
- **47.6%** PACT Act Related Rating Claims Completed \(\leq 125\) Days (09/23/2023)
- **1,628,574** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–09/23/2023)
- **25,631** Non-PACT Act Related Rating Claims Completed \(\leq 125\) Days (09/23/2023)

**Benefits Experience**

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

- **1,061,270** Cumulative Total PACT Related Claims Submitted (08/10/2022–09/23/2023)
- **1,042,124** Total Veteran PACT Related Claims Submitted
- **591,089** Cumulative Total PACT Related Claims Completed (08/10/2022–09/23/2023)
- **580,015** Total Veteran PACT Related Claims Completed
- **1,612,434** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–09/23/2023)
- **1,612,434** Cumulative Total Non-PACT Related Claims Completed (08/10/2022–09/23/2023)
- **39.5%** PACT Related
- **60.5%** Non-PACT Related
- **125.2** Average Days For Non-PACT Related Claim Completion (09/23/2023)
- **67.4%** Non-PACT Act Related Rating Claims Completed \(\leq 125\) Days (09/23/2023)
PACT Act Claims Submission Methods

- **31.5%** PACT Act Claims Electronically Submitted (08/10/2022–09/23/2023)
- **92.1%** Electronic Claims Submitted by Veterans
- **7.9%** Electronic Claims Submitted by Power of Attorney
- **68.5%** PACT Act Claims Submitted by Mail (08/10/2022–09/23/2023)
- **85.6%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

- **536,342** Total Pending PACT Act Related Claims (as of 09/23/2023)
- **110.3** Average Days Pending for PACT Act Related Claims (09/23/2023)
- **363,463** Total PACT Act Related Claims Pending <=125 Days (09/23/2023)
- **93.6** Average Days Pending for Non-PACT Act Related Claims (09/23/2023)
- **428,051** Total Non-PACT Act Related Claims (as of 09/23/2023)
- **552,251** Total Pending Non-PACT Act Related Claims (as of 09/23/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims

- **Hypertensive Vascular Disease**: 176,308 claims, 178,719 issues, 78% granted, 22% denied
- **Allergic Rhinitis**: 103,892 claims, 105,498 issues, 81% granted, 19% denied
- **Maxillary Sinusitis**: 49,251 claims, 49,649 issues, 54% granted, 46% denied
- **Bronchial Asthma**: 46,247 claims, 47,092 issues, 49% granted, 51% denied
- **Malignant Growth of Genitourinary System**: 26,248 claims, 26,904 issues, 65% granted, 35% denied

Most Frequent Denial Reasons

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)**
- **20,410,096** Total Page Views (08/10/2022–09/24/2023)
- **827,297** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–09/24/2023)
- **166,551** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–09/24/2023)
Web and Phone Experience

Digital Advertising (ChooseVA PACT Act Campaign)

<table>
<thead>
<tr>
<th>WEEKLY TOTALS</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>08/26 2023</th>
<th>09/02 2023</th>
<th>09/09 2023</th>
<th>09/16 2023</th>
<th>09/23 2023</th>
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<tbody>
<tr>
<td>Clicks</td>
<td>189,629</td>
<td>199,640</td>
<td>225,860</td>
<td>253,899</td>
<td>240,098</td>
<td>41,268</td>
<td>8,920</td>
<td>23,069</td>
<td>23,484</td>
<td>23,093</td>
<td>23,484</td>
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<tr>
<td>Impressions</td>
<td>24,637,017</td>
<td>23,180,355</td>
<td>20,208,253</td>
<td>23,110,421</td>
<td>21,724,976</td>
<td>8,110,277</td>
<td>181,585</td>
<td>1,046,417</td>
<td>1,957,543</td>
<td>1,911,257</td>
<td>2,111,916</td>
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<tr>
<td>CTR</td>
<td>0.90%</td>
<td>0.90%</td>
<td>0.78%</td>
<td>0.98%</td>
<td>1.17%</td>
<td>2.96%</td>
<td>0.85%</td>
<td>1.18%</td>
<td>1.23%</td>
<td>1.09%</td>
<td>1.09%</td>
<td></td>
</tr>
</tbody>
</table>

VA Call Centers

917,668 Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022-09/24/2023)

217,990 Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022-09/24/2023)

185,552 Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022-09/24/2023)

259,006 Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022-09/24/2023)

STEWARDSHIP

Issue 17—September 29, 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>
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<tr>
<td>Medical and Prosthetic Research</td>
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<td>—</td>
<td>$650,000</td>
<td>$638,000</td>
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<td>Office of Information &amp; Technology</td>
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<td>28</td>
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<tr>
<td>VBA General Operating Expenses</td>
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<td>—</td>
<td>$302,018,000</td>
<td>$297,117,000</td>
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<tr>
<td>Board of Veterans’ Appeals</td>
<td>153</td>
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<td>—</td>
<td>$10,328,000</td>
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<tr>
<td>Office of General Counsel</td>
<td>73</td>
<td>62</td>
<td>12</td>
<td>$4,374,000</td>
<td>$3,655,000</td>
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<tr>
<td>VA Central Office</td>
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<td>38</td>
<td>8</td>
<td>$25,453,000</td>
<td>$21,305,000</td>
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<tr>
<td>Total PACT Act Toxic Exposures Fund</td>
<td>2,382</td>
<td>100</td>
<td>48</td>
<td>$500,000,000</td>
<td>$423,861,000</td>
</tr>
</tbody>
</table>
EXPLANATION OF TERMS

**Page One**

### Metric/Term

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

This statistic identifies the total number of Veterans and Survivors who have filed a PACT Act benefit claim which VBA processed to completion.

**Total Veterans with Completed PACT Act Claims**

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

**Total Survivors with Completed PACT Act Claims**

This statistic identifies the total number of Survivors who filed a PACT Act benefit claim which VBA processed to completion.

**VHA Trust**

This statistic identifies the number of VHA claims submitted to VHA for review by the VHA Trust.

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

This statistic identifies the approval rate for PACT Act Related Claims since 08/10/22.

**Average Days for PACT Act Claims Completion**

This statistic identifies the average number of days it takes VBA to process a PACT Act related claim.

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

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

**PACT Act Claims Approved**

This statistic identifies the total number of PACT Act claims approved by VBA since August 10, 2022.

**PACT Act Planning Population**

This statistic identifies the total number of PACT Act planning population to understand VHA's impact on VA health care.

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

This statistic identifies the total number of new enrollees in VA health care that fall within the PACT Act Planning Population.

**Cumulative Total of Non-PACT Related Claims Submitted**

This statistic identifies the total number of VBA claims with at least one non-PACT related condition submitted since August 10, 2022.

**Average Days for PACT Act Claims Completion**

This statistic identifies the average number of days it takes VBA to process a PACT Act related claim.

**Total New VAHA Enrollees**

This statistic identifies the total number of new enrollees in VA health care.

**Increase in New Enrollees in VHA**

This statistic identifies the change in the number of new enrollees in VA health care from August 10, 2022 to September 29, 2023.

**Upcoming Outreach Calendar**

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

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**Page Two**

### Metric/Term

**Total Toxic Exposure Screenings**

This statistic identifies the total number of toxic exposure screenings performed by VBA.

**Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure**

This statistic identifies the number of toxic exposure screenings where Veterans endorsed at least one potential exposure.

**Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure**

This statistic identifies the number of toxic exposure screenings where Veterans endorsed exactly one potential exposure.

**Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure**

This statistic identifies the number of toxic exposure screenings where Veterans endorsed more than one potential exposure.

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

This statistic identifies the number of new enrollees in VA health care that fall within Priority Groups 1, 2, or 3.

**New Enrollees with a PACT Act Authority**

This statistic identifies the number of new enrollees in VA health care who have a PACT Act authority.

**Weekly Total: PACT Act Related Claims Submitted**

This statistic identifies the total number of PACT Act related claims submitted each week.

**Weekly Total: PACT Act Related Claims Completed**

This statistic identifies the total number of PACT Act related claims completed each week.

**Cumulative Total: PACT Act Related Claims Submitted**

This statistic identifies the total number of PACT Act related claims submitted since August 10, 2022.

**Cumulative Total: PACT Act Related Claims Completed**

This statistic identifies the total number of PACT Act related claims completed since August 10, 2022.

**Weekly Total: Non-PACT Act Related Claims Submitted**

This statistic identifies the total number of non-PACT Act related claims submitted each week.

**Weekly Total: Non-PACT Act Related Claims Completed**

This statistic identifies the total number of non-PACT Act related claims completed each week.

**Average Days for PACT Act Claims Completion**

This statistic identifies the average number of days it takes VBA to process a PACT Act related claim.

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

This statistic identifies the number of VBA claims with at least one PACT Act related condition pending each week.

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

This statistic identifies the number of VBA claims with at least one PACT Act related condition completed each week.

**Average Days Pending for Non-PACT Act Related Claims**

This statistic identifies the average number of days it takes VBA to process a non-PACT Act related claim.

**Non-PACT Act Related Claims Pending <= 125 days**

This statistic identifies the total number of non-PACT Act related claims pending each week.

**Non-PACT Act Related Claims Completed <= 125 days**

This statistic identifies the total number of non-PACT Act related claims completed each week.

**Cumulative Total of Non-PACT Related Claims Submitted**

This statistic identifies the total number of non-PACT related claims submitted since August 10, 2022.

**Cumulative Total of Non-PACT Related Claims Completed**

This statistic identifies the total number of non-PACT related claims completed since August 10, 2022.

---

**1-Year Special Enrollment**

### Metric/Term

**1-Year Special Enrollment Period (SEP)**

This statistic identifies the 1-Year Special Enrollment Period (SEP) for Veterans who applied for VA health care.

**Total Veterans that may be eligible for the SEP**

This statistic identifies the total number of Veterans who may be eligible for the SEP.

**Total Veterans Currently Enrolled**

This statistic identifies the total number of Veterans currently enrolled in VA health care.

**Total Veterans not yet Enrolled**

This statistic identifies the total number of Veterans not yet enrolled in VA health care.

**Total New Enrollees from 10/01/2022 to Present**

This statistic identifies the total number of new enrollees in VA health care from August 10, 2022 to September 29, 2023.
## Metric/Term

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most Frequent Denial Reasons</td>
<td>This metric identifies the number of VBA claims with at least one PACT Act-related condition pending in the workload.</td>
</tr>
<tr>
<td>Top 5 Most Frequent Conditions on PACT Act Related Claims</td>
<td>This statistic identifies the current number of PACT Act-related claims where a partial decision was rendered.</td>
</tr>
<tr>
<td>Top 5 Most Frequent Conditions on PACT Act Related Claims with Partial Decisions</td>
<td>This statistic identifies the number of currently pending PACT-related disability benefit claims where a partial decision was rendered on the claim.</td>
</tr>
<tr>
<td>Total Pending Non-PACT Act Claims</td>
<td>This statistic identifies the current number of pending VBA benefit claims without any PACT Act-related conditions.</td>
</tr>
<tr>
<td>Total Pending Non-PACT Act Claims</td>
<td>This metric identifies the number of page views for the va.gov/PACT website.</td>
</tr>
<tr>
<td>VA.gov/PACT Page Views</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>
<tr>
<td>VA.gov/PACT Page Views</td>
<td>This metric identifies the number of times visitors to the VA.gov/PACT website clicked the &quot;Apply for Benefits&quot; link to file a disability compensation claim online.</td>
</tr>
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<td>This statistic identifies the number of times visitors to the VA.gov/PACT website clicked the &quot;Apply for Health Care&quot; link to apply for VA health care online.</td>
</tr>
<tr>
<td>Stewardship</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>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>Onboards (i.e., the number of personnel encumbering positions) are the number of employees (i.e., headcount) onboard when the data are reported.</td>
</tr>
<tr>
<td>Funds Allocated</td>
<td>Obligation means a binding agreement that will result in outlays, immediately or in the future.</td>
</tr>
<tr>
<td>VA.gov/PACT Page Views</td>
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</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. 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>
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<td>Percentage of New Enrollees</td>
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</tr>
</tbody>
</table>

## Further Geographic Explanations

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. territories, Freely Associated States, and Philippines</td>
<td>This symbol indicates that data is unavailable. U.S. territories, Freely Associated States, and Philippines group includes claims from Veterans and Survivors residing in the following locations: American Samoa, Federated States of Micronesia, Guam, Marshall Islands, Commonwealth of Northern Mariana Islands, Palau, Philippines, and U.S. Virgin Islands. 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 &lt;10 cannot be publicly shared.</td>
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<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>
</tbody>
</table>