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/act.help-filing-claim
- **NEW HEALTH CARE & BENEFITS MAP**: Download Map Here

### Highlight

September 30 marked the end of the one-year special enrollment period for Post-9/11 combat Veterans who left active duty between September 11, 2001, and October 1, 2013. September 2023 was one of our largest months ever for health care enrollments, with overall enrollments reaching 48,763—nearly double the enrollment numbers for September 2022 and the second-highest month of enrollments in VA’s history. This increase can be attributed to a number of efforts, including an expanded communications and outreach campaign VA began over a year ago.

### Making a Difference Through the PACT Act

Mr. Edgar Reinfeld served honorably in the U.S. Air Force during the Vietnam War. While deployed to Vietnam, he was exposed to Agent Orange. In 2019, he filed a claim for hypertension, due to Agent Orange exposure, but was denied. In 2022, Mr. Reinfeld saw an article in a VFW magazine, that hypertension is now considered a presumptive condition under the PACT Act and refiled his claim. In February 2023, he was granted 10% service-connection, backdated to August 10, 2022, the date the PACT Act was signed into law. Mr. Reinfeld hopes that his story will inspire other Veterans to apply for benefits, even if they have been previously denied.

### 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

- **513,453** Total PACT Act Claims Approved (08/10/2022–10/21/2023)
- **667,399** Cumulative Total PACT Related Claims Completed (08/10/2022–10/21/2023)
- **154.3** Average Days for PACT Act Related Claim Completion (10/21/2023)
- **46.8%** PACT Act Related Claims Completed \(\leq 125\) days (10/21/2023)

- **76.9%** Approval Rate for PACT Act Related Claims (10/21/2023)

#### Expanding Care

- **197,485** New Enrollees in the PACT Act Planning Population (08/10/2022–10/22/2023)

#### Total New VHA Enrollees:

<table>
<thead>
<tr>
<th>Period</th>
<th>Total Enrollees</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUG 2021–OCTOBER 2022</td>
<td>352,879</td>
</tr>
<tr>
<td>AUG 2022–OCTOBER 2023</td>
<td>442,556 +89,677</td>
</tr>
</tbody>
</table>

- **91.2%** VA Health Care 90-Day Trust Score (06/11/2023–10/22/2023)

### UPCOMING OUTREACH CALENDAR

- **November 08**
  - Cookeville VA PACT Act Veterans Health Fair
  - Cookeville, TN
  - VIEW EVENT

- **November 08**
  - PACT Act Event for Veterans on the Eastern Shore
  - Cambridge, MD
  - VIEW EVENT

- **November 09**
  - PACT Act Enrollment Claims Event
  - Mohave Valley, AZ
  - VIEW EVENT

- **November 16**
  - Veterans Health Expo
  - Los Angeles, CA
  - VIEW EVENT

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 commits 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**

- **4,760,619** Total Toxic Exposure Screenings (09/06/2022–10/22/2023)
- **2,041,489 (42.88%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **405,001 (8.51%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure
- **86,195** Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022

**Benefits Experience**

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

- **478,012** Total Veterans/Survivors with Approved PACT Act Related Claims (08/10/2022–10/21/2023)
- **59%** New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)
- **46.8%** PACT Act Related Rating Claims Completed \(\leq 125\) Days (10/21/2023)

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

- **1,727,526** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–10/21/2023)
- **66.9%** Non-PACT Act Related Rating Claims Completed \(\leq 125\) Days (10/21/2023)
PACT Act Claims Submission Methods

- **30.9%**: PACT Act Claims Electronically Submitted (08/10/2022–10/21/2023)
- **92.0%**: Electronic Claims Submitted by Veterans
- **8.0%**: Electronic Claims Submitted by Power of Attorney
- **69.1%**: PACT Act Claims Submitted by Mail (08/10/2022–10/21/2023)
- **85.5%**: Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

- **537,876** Total Pending PACT Act Related Claims (as of 10/21/2023)
- **560,493** Total Pending Non-PACT Act Related Claims (as of 10/21/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 10/21/2023)

<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>194,013</td>
<td>196,703</td>
<td>77%</td>
<td>23%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>117,029</td>
<td>118,820</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>55,901</td>
<td>56,350</td>
<td>53%</td>
<td>47%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>52,063</td>
<td>53,007</td>
<td>49%</td>
<td>51%</td>
</tr>
<tr>
<td>Malignant Growths of Genitourinary System</td>
<td>29,959</td>
<td>30,711</td>
<td>65%</td>
<td>35%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (as of 10/21/2023)

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)

- **21,575,835** Total Page Views (08/10/2022–10/22/2023)
- **804,171** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–10/22/2023)
- **191,214** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–10/22/2023)
Web and Phone Experience

Digital Advertising (ChooseVA PACT Act Campaign)

Starting with Issue 20 (November 10, 2023), State-by-State data and Congressional District data will be available in the Excel spreadsheet at https://www.accessstocare.va.gov/PactAct. This data will be updated on a monthly basis.

VA Call Centers

956,898
Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022–10/22/2023)

230,640
Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022–10/22/2023)

192,182
Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022–10/22/2023)

266,462
Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022–10/22/2023)

GEOGRAPHICAL ANALYSIS

DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD

ISSUE NINETEEN—OCTOBER 27, 2023
**Page One**

### Metric/Term

#### Cumulative/Total: PACT Act Related Claims Submitted
- **VHA Trust**

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

- **Average Days for PACT Act Claims Completion**

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

#### Percentage of PACT Act disability claims where at least one condition was granted (regardless of whether or not the condition was filed under PACT).

This metric indicates the length of time it takes VBA to process a PACT Act related benefits claim. This is measured from the date VA receives a claim to the date VA finished processing the claim and closed it out <= 1 day, to eliminate the possibility of claims being completed in 0 days (i.e., claim completed on the day it was received).

#### The Average Days to Complete (ADC) for PACT Act Related Claims is calculated based on the date VA received the claim, not the date VA began processing those claims. VA prioritized and completed some claims related to terminal illness, but VA did not begin processing most claims until January 1, 2023. As a result, the current value of ADC is inflated by any time between the date the claim was received and the January 1, 2023 implementation date for processing. The high ADC for PACT claims demonstrates VHA's commitment to completing oldest pending claims first.

#### 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 number of completed PACT disability claims where at least one issue was granted.

The PACT Act Planning Population consists of Veterans where VA has a high level of confidence they are a member of one or more of the three PACT Act 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 VHA 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 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.

#### This statistic identifies the number of new VHA enrollments (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 enrollments during the same period time.

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

### EXPLANATION OF TERMS

**Priority Groups:** When Veterans apply for VA health care, they are assigned to 1 of 8 priority groups that impact how soon they are signed up for 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 assignment, please visit [https://www.va.gov/healthcare/eligibility/priority-groups](https://www.va.gov/healthcare/eligibility/priority-groups).

**PACT Act Authority:** This program provides access to VA health care for Veterans who identify exactly one exposure and also those who identified more than one exposure; this metric only includes Veterans who identify exactly one exposure and also those who identified more than one exposure; this metric includes Veterans who identify exactly one potential concern; this metric includes Veterans who identify more than one potential concern.

**New Enrollees with a PACT Act Authority:** This metric measures the number of new enrollees who were specifically enrolled with an authority provided by the PACT Act (P.L. 117-168). This includes all Veterans who identify exactly one exposure (includes both those who identified exactly one exposure and also those who identified more than one exposure); this metric includes Veterans who identify exactly one potential concern; this metric includes Veterans who identify exactly one potential concern.

**New Enrollees enrolled with a PACT Act Authority:** This statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition completed since August 10, 2022.

#### This statistic identifies the total new VHA enrollments (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 enrollments during the same period time.

- **New Enrollees in Priority Groups 1, 2, or 3**
- **New Enrollees enrolled with a PACT Act Authority**

### 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

#### 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 Ratings 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 Act Related Claims Submitted

#### Cumulative Total of Non-PACT Act Related Claims Completed

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

#### Total Veterans with Completed PACT Act Claims

#### Total Survivors with Completed PACT Act Claims

### Definition

This statistic 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 VBA 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 concern related to a toxic substance exposure, and the percentage of responses in which Veterans identified at least one instance of toxic exposure during the screening.

This statistic identifies the number of VBA 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 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 VBA 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.

#### Priority Groups:** When Veterans apply for VA health care, they are assigned to 1 of 8 priority groups that impact how soon they are signed up for 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 assignment, please visit [https://www.va.gov/healthcare/eligibility/priority-groups](https://www.va.gov/healthcare/eligibility/priority-groups).

This metric measures the number of new enrollees who were specifically enrolled with an authority provided by the PACT Act (P.L. 117-168). This includes 1-year Special Eligibility, 10-Year Special Eligibility, Agent Orange Exposure, and Radiation Exposure. For more on information on eligibility for enrollment, please visit [www.va.gov/pact](http://www.va.gov/pact). VA utilizes a number of authorities to enroll Veterans, both authorities granted in the PACT Act and pre-existing authorities. VA applies the authority that will result in the Veteran being placed into the highest priority group possible.

This metric identifies the total number of VBA benefit claims with at least one PACT Act related claim issued each week.

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

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

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

This number identifies the total VBA benefits claims received each week not related to PACT Act.

This metric identifies the total number of VBA benefit claims with at least one PACT Act related claim issued each week.

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

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

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

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

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 or less.

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 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 non-PACT VBA benefit claims that have been completed in 125 days or less.

This statistic identifies the cumulative total of VBA benefits claims received since August 10, 2022, which are not related to the PACT Act.

This statistic identifies the cumulative total of VBA benefits claims completed since August 10, 2022, which are not related to the PACT Act.

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 Survivors who filed a PACT Act benefit claim which VBA processed to completion.
### Most Frequent Denial Reasons

<table>
<thead>
<tr>
<th>Obligation</th>
<th>Term Employee</th>
<th>Permanent Employee</th>
<th>Onboarded</th>
<th>Funds Allocated</th>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obligation means a binding agreement that will result in outlays, immediately or in the future.</td>
<td>A term appointment of employment for more than 1 year but not more than 4 years.</td>
<td>An employee who has been hired under an appointment that is not time delinquent.</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>
<td>The amount of funding provided to each Administration or Staff Office.</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Funds Allocated Obligations</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>
<td>An employee who has been hired under an appointment that is not time delinquent.</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>
<td>The amount of funding provided to each Administration or Staff Office.</td>
<td>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.</td>
<td></td>
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</tbody>
</table>

### 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 number of times visitors to the VA.gov/PACT website clicked the “Apply for Health Care” link to apply for VA health care online.</td>
</tr>
<tr>
<td>MyVA411 Calls that Access the PACT Act Main Menu (Press 8)</td>
<td>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.</td>
</tr>
<tr>
<td>MyVA411 Calls that Access the PACT Act Main Menu (Press 8)</td>
<td>This statistic identifies the current number of pending VBA benefit claims with one or more PACT Act-related conditions.</td>
</tr>
</tbody>
</table>

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

### Stewardship

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time Equivalent Employee (FTE)</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>Account</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>Permanent Employee</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>Term Employee</td>
<td>This statistic identifies the number of currently pending non-PACT-related disability benefit claims where a partial decision was rendered on the claim.</td>
</tr>
<tr>
<td>Onboarded</td>
<td>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 ratio.</td>
</tr>
<tr>
<td>Funds Allocated Obligations</td>
<td>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/encyclopedia.php?page=r">https://www.veteranshealthlibrary.va.gov/encyclopedia/encyclopedia.php?page=r</a> killed-letter=A.</td>
</tr>
</tbody>
</table>

To view more about these health issues, please visit the Veteran’s Health Library, https://www.veteranshealthlibrary.va.gov/ and the Veteran’s Health Encyclopedia, https://www.veteranshealthlibrary.va.gov/encyclopedia/encyclopedia.php?page=r killed-letter=A.