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**

We are proud to share that VA has delivered more care and more benefits to more Veterans, their families, caregivers, and survivors than ever before in fiscal year 2023. VA delivered more than 116 million health care appointments, $163 billion in earned benefits, and more. Many of these accomplishments for Veterans have been made possible by the **PACT Act**. VA encourages all Veterans, family members, caregivers, and survivors to learn more about VA and apply for their health care and earned benefits today.

**Making a Difference Through the PACT Act**

For years, Mr. Dawson encouraged his fellow Marines and Sailors to get connected to their VA benefits, yet he never took the time to enroll in VA himself. It wasn’t until the passage of the PACT Act in August 2022 that the Fleet Marine Force Navy Corpsman finally decided to give VA health care a chance. Having spent time in Africa around burn pits, Mr. Dawson was curious if he was now eligible for treatment. While attending college, he reached out to his campus’ student-veteran center for guidance. A specialist helped Mr. Dawson complete his enrollment application and guided him through the various health care services Wilmington VA offered. “I went from having no health care and skipping the doctor’s office to having my first VA appointment scheduled at no cost to me,” he said.

**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**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Total PACT Act Claims Approved</td>
<td>544,924 (08/10/2022–11/04/2023)</td>
</tr>
<tr>
<td>Approval Rate for PACT Act Related Claims</td>
<td>76.7% (11/04/2023)</td>
</tr>
<tr>
<td>Cumulative Total PACT Related Claims Completed</td>
<td>710,703 (08/10/2022–11/04/2023)</td>
</tr>
<tr>
<td>Average Days for PACT Act Related Claim Completion</td>
<td>155.0 (11/04/2023)</td>
</tr>
<tr>
<td>PACT Act Related Claims Completed &lt;= 125 days</td>
<td>46.4% (11/04/2023)</td>
</tr>
</tbody>
</table>

**Expanding Care**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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<tbody>
<tr>
<td>New Enrollees in the PACT Act Planning Population</td>
<td>204,620 (08/10/2022–11/05/2023)</td>
</tr>
<tr>
<td>Total New VHA Enrollees: (through 11/05/2023)</td>
<td>289,977</td>
</tr>
<tr>
<td>VA Health Care 90-Day Trust Score</td>
<td>91.3% (06/11/2023–11/05/2023)</td>
</tr>
</tbody>
</table>

**VA UPCOMING OUTREACH CALENDAR**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Location</th>
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<tbody>
<tr>
<td>Utah County Veterans Services Benefits Open House</td>
<td>November 09</td>
<td>Provo, UT</td>
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<tr>
<td>PACT Act Enrollment Claims Event</td>
<td>November 09</td>
<td>Mohave Valley, AZ</td>
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<tr>
<td>PACT Act Fair for the Huntsville Advisory Board</td>
<td>November 13</td>
<td>Huntsville, AL</td>
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<tr>
<td>Veterans Health Expo</td>
<td>November 16</td>
<td>Los Angeles, CA</td>
</tr>
<tr>
<td>Hines Outreach-Cook County Veterans Assistance Commission</td>
<td>November 20</td>
<td>Chicago, IL</td>
</tr>
<tr>
<td>Hines Outreach-LaSalle County Veterans Assistance Commission</td>
<td>December 11</td>
<td>Peru, IL</td>
</tr>
</tbody>
</table>

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**

4,855,552
Total Toxic Exposure Screenings
(09/06/2022–11/05/2023)

2,084,471 (42.93%)
Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

413,718 (8.52%)
Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

1,670,753 (34.41%)
Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

204,620
New Enrollees in the PACT Act Planning Population
(08/10/2022–11/05/2023)

59%
New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

90,225
Total New Enrollees in the PACT Act Planning Population
(08/10/2022–11/05/2023)

3,957,990
Current Enrollees in the PACT Act Planning Population
(11/05/2023)

**Benefits Experience**

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

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</tr>
</thead>
<tbody>
<tr>
<td>SUBMITTED</td>
<td>42,777</td>
<td>25,919</td>
<td>24,406</td>
<td>17,627</td>
<td>20,530</td>
<td>20,362</td>
<td>21,883</td>
<td>20,707</td>
<td>14,121</td>
<td>21,133</td>
<td>19,361</td>
<td>19,122</td>
</tr>
<tr>
<td>COMPLETED</td>
<td>18,422</td>
<td>18,495</td>
<td>20,761</td>
<td>17,594</td>
<td>19,401</td>
<td>20,281</td>
<td>19,634</td>
<td>18,813</td>
<td>16,364</td>
<td>21,499</td>
<td>22,170</td>
<td>21,134</td>
</tr>
</tbody>
</table>

155.0
Average Days For PACT Act Related Claim Completion
(11/04/2023)

46.4%
PACT Act Related Rating Claims Completed \( \leq 125 \) Days
(11/04/2023)

39.8%
PACT Related

60.2%
Non-PACT Related

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

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</thead>
<tbody>
<tr>
<td>SUBMITTED</td>
<td>30,202</td>
<td>33,338</td>
<td>33,983</td>
<td>33,111</td>
<td>26,380</td>
<td>26,314</td>
<td>25,461</td>
<td>27,479</td>
<td>20,214</td>
<td>25,798</td>
<td>23,864</td>
<td>27,635</td>
</tr>
<tr>
<td>COMPLETED</td>
<td>20,259</td>
<td>22,627</td>
<td>22,436</td>
<td>17,982</td>
<td>22,795</td>
<td>25,166</td>
<td>24,450</td>
<td>22,739</td>
<td>19,482</td>
<td>24,039</td>
<td>28,805</td>
<td>23,403</td>
</tr>
</tbody>
</table>

66.8%
Non-PACT Act Related Rating Claims Completed \( \leq 125 \) Days
(11/04/2023)

The charts below show the past 12 weeks (a rolling 12-week view).
PACT Act Claims Submission Methods

- **30.6%** PACT Act Claims Electronically Submitted (08/10/2022–11/04/2023)
- **92.0%** PACT Act Claims Submitted by Veterans (Electronically) (08/10/2022–11/04/2023)
- **8.0%** PACT Act Claims Submitted by Power of Attorney (08/10/2022–11/04/2023)
- **69.4%** Mailed Claims Submitted by Power of Attorney on File with VA (08/10/2022–11/04/2023)
- **85.5%** Mailed Claims Submitted with a Power of Attorney on File with VA (08/10/2022–11/04/2023)

Pending Claims—PACT Related and Non-PACT Related

- **533,055** Total Pending PACT Act Related Claims (as of 11/04/2023)
- **563,784** Total Pending Non–PACT Act Related Claims (as of 11/04/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims

<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>203,660</td>
<td>206,513</td>
<td>76%</td>
<td>24%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>124,968</td>
<td>126,866</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>60,023</td>
<td>60,492</td>
<td>53%</td>
<td>47%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>55,546</td>
<td>56,562</td>
<td>49%</td>
<td>51%</td>
</tr>
<tr>
<td>Malignant Growths of Genitourinary System</td>
<td>31,937</td>
<td>32,757</td>
<td>64%</td>
<td>36%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons

1. No Diagnosis
2. Not Incurred or Not Caused by Service
3. Not Established by Presumption

Web and Phone Experience

- **22,060,828** Total Page Views (08/10/2022–11/05/2023)
- **865,574** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–11/05/2023)
- **180,852* Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–11/05/2023)

*Subsequent to publishing Issue 19, VA identified an overcount in clicks on call to action during one week’s reporting period. The decrease from Issue 19 to Issue 20 reflects this correction.
Web and Phone Experience

Digital Advertising (ChooseVA PACT Act Campaign)

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</thead>
<tbody>
<tr>
<td>Clicks</td>
<td>41,268</td>
<td>8,920</td>
<td>23,069</td>
<td>23,484</td>
<td>23,093</td>
<td>73,391</td>
<td>106,336</td>
<td>118,068</td>
<td>194,161</td>
<td>194,161</td>
<td>43,425</td>
</tr>
<tr>
<td>Impressions</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>
<td>6,540,785</td>
<td>7,321,074</td>
<td>7,119,391</td>
<td>9,355,726</td>
<td>17,276,815</td>
<td>4,168,748</td>
</tr>
<tr>
<td>CTR</td>
<td>22.70%</td>
<td>0.85%</td>
<td>1.18%</td>
<td>1.23%</td>
<td>1.09%</td>
<td>1.12%</td>
<td>1.45%</td>
<td>1.34%</td>
<td>1.26%</td>
<td>1.12%</td>
<td>1.04%</td>
</tr>
</tbody>
</table>

907,235,279
Total Impressions

6,858,492
Total Clicks

0.76%
Click Through Rate

VA Call Centers

981,469
Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022–11/05/2023)

235,158
Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022–11/05/2023)

195,389
Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022–11/05/2023)

270,396
Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022–11/05/2023)

GEOGRAPHICAL ANALYSIS

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.
**EXPLANATION OF TERMS**

**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 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**

**Definition**

This metric 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.

**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**
- **Cumulative Total: Non-PACT Act Related Claims Submitted**
- **Cumulative Total: 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 metric 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.

This statistic identifies the total new VHA enrollees in VA health care. This number identifies the change between 2023 and 2022 VHA enrollees during the same time period. This calendar identifies key activities or outreach events occurring in the coming weeks.
### Page Three

#### Metric/Term

- **Electronic PACT Act Claims Submitted by Power of Attorney (percentage)**
- **Electronic PACT Act Claims Submitted by Veterans (percentage)**
- **PACT Act Claims Submitted Electronically (percentage)**
- **PACT Act Claims Submitted through Mail (percentage)**
- **Mail 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**
- **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 statistic identifies the number of VBA claims with at least one PACT Act-related condition pending in the workload.**
- **This statistic identifies the current number of pending VBA benefit claims without any PACT Act-related conditions.**
- **This statistic identifies the current number of pending VBA benefit claims with one or more PACT Act-related conditions.**
- **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.**

### Page Four

#### 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 calls to 1-800-MyVA411 where callers selected the PACT Act Main Menu (Press 8).**
- **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.**

#### Stewardship

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

#### Metric/Term

- **Full-Time Equivalent Employee (FTE)**
- **Account**
- **Permanent Employee**
- **Term Employee**
- **Onboarded**
- **Funds Allocated**
- **Obligations**

#### Definition

- **Full-Time Equivalent refers to the total number of regular straight-time hours worked by employees divided by the number of compensable hours applicable to each fiscal year (regular method), or the total regular hours worked in a fiscal year (2,080 hours) divided by 26 biweekly pay periods (pay period method)(as per OMB A-11 Circular § 85.5(c)).**
- **Account refers to a separate financial reporting unit used by the Federal Government to record budget authority, outlays and income for budgeting or management information purposes as well as for accounting purposes.**
- **An employee who has been hired under an appointment that is not time delimited.**
- **An employee for whom the agency has granted a term appointment (of employment) of more than 1 year but usually not more than 4 years.**
- **Onboards (i.e., the number of personnel encumbering positions) are the number of employees (i.e., headcount) onboard when the data are reported. Note: “Onboards” differ from “FTE” which is a budgetary term based on compensable hours as opposed to headcount. Colloquially, “onboards” refers to newly hired employees who have started work with VA (their hiring is complete).**
- **Obligation means a binding agreement that will result in outlays, immediately or in the future.**