



# VA PACT ACT

APRIL 14, 2023

## PERFORMANCE DASHBOARD

ISSUE FOUR

Published Bi-weekly on Fridays



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**  
[VA.gov/PACT](https://www.va.gov/PACT)  
[ask.VA.gov](mailto:ask.VA.gov)

**CALL**  
 1-800-MyVA411  
 24/7/365

**WALK-IN**  
[VA.gov/find/locations](https://www.va.gov/find/locations)

**VETERANS SERVICE ORGANIZATION**  
[VA.gov/disability/get-help-filing-claim](https://www.va.gov/disability/get-help-filing-claim)

**NEW HEALTH CARE & BENEFITS MAP**  
[Download Map Here](#)

Help spread the word—download PACT Act Outreach Materials!



### Highlights

On December 12, 2022, VA began granting benefits for terminally ill Veterans in cases where service connection for a PACT Act presumptive condition can be established. Since August 10, 2022, VA has completed 3,663 claims for terminally ill Veterans, 2,364 of which were granted.



### Making a Difference Through the PACT Act

William, a Vietnam-era Air Force Veteran, served in Thailand in the 1970s. When he submitted his original benefits claims, he was denied service connection for his conditions. But then, in July 2022, William learned that Thailand would soon be an eligible presumptive location under the PACT ACT. On August 24, 2022, William filed a new claim for Prostate Cancer and a Supplemental claim for seven conditions eligible under the PACT Act. His claims were granted, and he received a lump sum retroactive benefit. This is life-changing for William, and he is happy to share his story to encourage 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



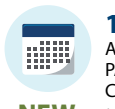
**193,897**  
Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–04/01/2023)

**189,865**  
Total Veterans with Completed PACT Act Related Claims

**4,035**  
Total Survivors with Completed PACT Act Related Claims



**80.5%**  
Approval Rate for PACT Act Related Claims  
**NEW** (04/01/2023)



**157.6**  
Average Days for PACT Act Related Claim Completion  
**NEW** (04/01/2023)



**44.7%**  
PACT Act Related Claims Completed <= 125 days  
**NEW** (04/01/2023)

### Expanding Care



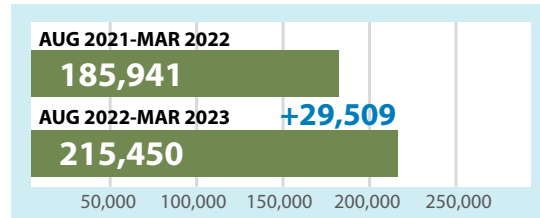
**90.9%**  
VA Health Care 90-Day Trust Score  
(12/06/2022–04/01/2023)



**62,885 NEW**  
New Enrollees from the PACT Act Planning Population  
(10/01/2022–04/01/2023)



### Total New VHA Enrollees:



### UPCOMING OUTREACH CALENDAR

**April 21**

**Veterans Stand Down Event—**  
Hickory, NC

[VIEW EVENT](#)

**April 21**

**Seminole Nation PACT Act Event—**  
Seminole, OK

[VIEW EVENT](#)

**May 11**

**Military Spouse Virtual Career Fair—**  
Online Event

[VIEW EVENT](#)

**May 16**

**PACT Act Awareness Event—**  
Tuscaloosa, AL

[VIEW EVENT](#)

**May 18**

**We CARE Veterans Fair—**  
Rome, GA

[VIEW EVENT](#)

**May 20**

**Oregon Women Veterans Conference—**  
Salem, OR

[VIEW EVENT](#)

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



**2,731,842**

Total Toxic Exposure Screenings  
(09/06/2022–04/01/2023)



**1,141,175 (41.8%)**

Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure



**224,043 (8.2%) NEW**

Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure



**62,885 NEW**

New Enrollees in the PACT Act Planning Population  
(10/01/2022–04/01/2023)



**65.0% NEW**

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



**3,843,513 NEW**

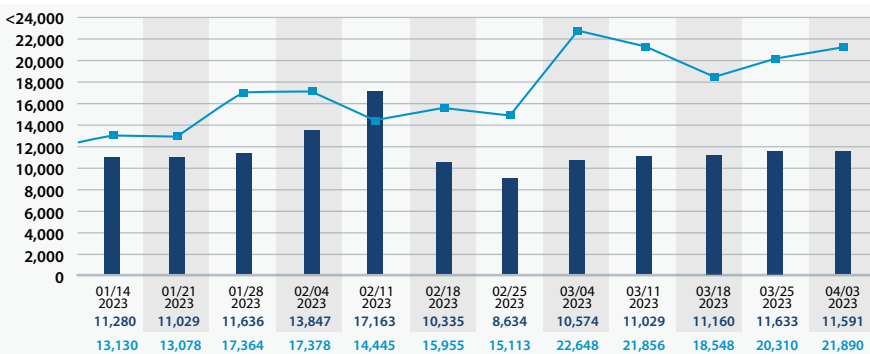
Current Enrollees in the PACT Act Planning Population  
(as of 04/01/2023)

### Benefits Experience

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

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

WEEKLY TOTALS ■ PACT Act Related-Submitted ■ PACT Act Related-Completed

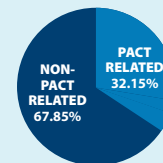


**157.6 NEW**

Average Days For PACT Act Related Claim Completion  
(04/01/2023)

**44.7% NEW**

PACT Act Related Rating Claims Completed <=125 Days  
(04/01/2023)



Percentage of Claims Submitted PACT Act Related vs. Non-PACT Related  
(08/10/2022-04/01/2023)



**445,538**

Cumulative Total PACT Related Claims Submitted  
(08/10/2022-04/01/2023)

**433,678**

Total Veteran PACT Related Claims Submitted  
**11,860**  
Total Survivor PACT Related Claims Submitted



**203,267**

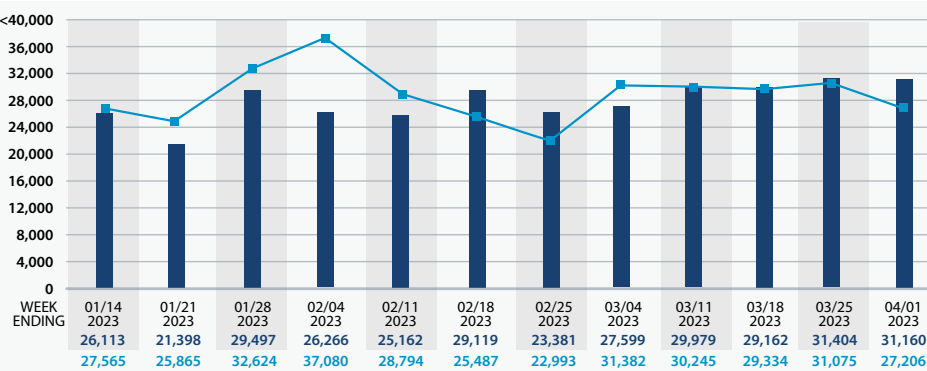
Cumulative Total PACT Related Claims Completed  
(08/10/2022-04/01/2023)

**199,162**

Total Veteran PACT Related Claims Completed  
**4,105**  
Total Survivor PACT Related Claims Completed

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

WEEKLY TOTALS ■ Non-PACT Act Related-Submitted ■ Non-PACT Act Related-Completed



**131.7 NEW**

Average Days For Non-PACT Related Claim Completion  
(04/01/2023)

**66.5% NEW**

Non-PACT Act Related Rating Claims Completed <=125 Days  
(04/01/2023)



**940,227**

Cumulative Total Non-PACT Related Claims Submitted  
(08/10/2022-04/01/2023)



**984,875**

Cumulative Total Non-PACT Related Claims Completed  
(08/10/2022-04/01/2023)

**NEW**

**PACT Act Claims Submission Methods**



**27.1%**  
PACT Act Claims Electronically Submitted  
(08/10/2022–04/01/2023)

**88.6%**  
Electronic Claims Submitted by Veterans

**11.4%**  
Electronic Claims Submitted by Power of Attorney

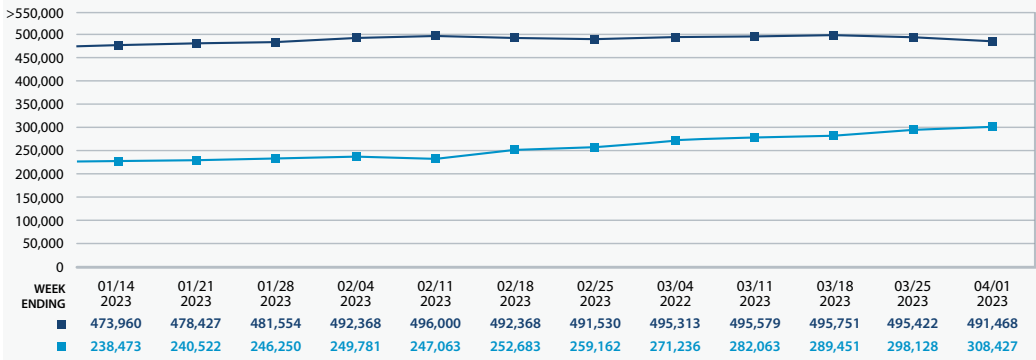


**72.9%**  
PACT Act Claims Submitted by Mail  
(08/10/2022–04/01/2023)

**86.8%**  
Mailed Claims Submitted with a Power of Attorney on File with VA

**Pending Claims—PACT Related and Non-PACT Related**

**WEEKLY TOTALS**



**Inventory Pending PACT Related**

**Inventory Pending Non-PACT Related**



**308,427**  
Total Pending PACT Act Related Claims  
(as of 04/01/2023)



**491,468**  
Total Pending Non-PACT Act Related Claims  
(as of 04/01/2023)



**103.8 NEW**  
Average Days Pending for PACT Act Related Claims  
(04/01/2023)

**221,961 NEW**  
Total PACT ACT Related Claims Pending <=125 Days  
(04/01/2023)



**99.1NEW**  
Average Days Pending for Non-PACT Act Related Claims  
(04/01/2023)

**371,142 NEW**  
Total Non-PACT Act Related Claims Pending <=125 Days  
(04/01/2023)



**NEW Top 5 PACT Act Conditions Claims** (As of 04/01/2023)

	Number of Claims	Number of Issues	Percent Granted	Percent Denied
<b>Hypertensive Vascular Disease</b>	65,982	66,767	80%	20%
<b>Allergic Rhinitis</b>	45,921	46,576	83%	17%
<b>Maxillary Sinusitis</b>	21,642	21,798	56%	44%
<b>Bronchial Asthma</b>	19,496	19,776	52%	48%
<b>Malignant Growth of Genitourinary System</b>	9,690	10,018	69%	31%

**NEW**

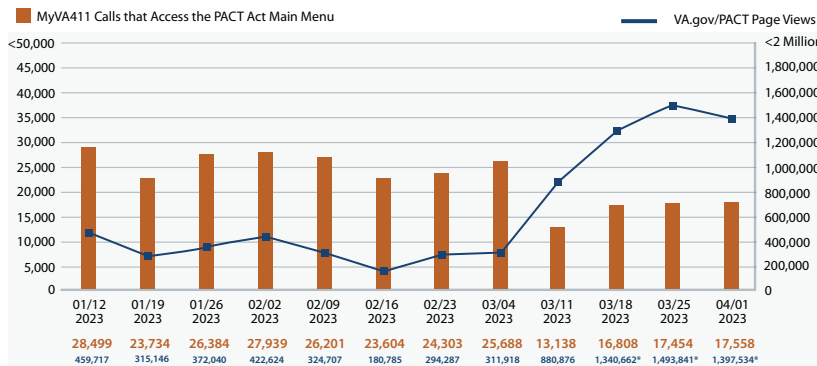


**Most Frequent Denial Reasons**

- 1) No Diagnosis**
  - 2) Not Incurred or Not Caused by Service**
  - 3) Not Established by Presumption**
- (As of 04/01/2023)

**Web and Phone Experience**

**VA.gov/PACT Page Views & 1-800-MyVA411 Calls that Access the PACT Act Main Menu (Press 8)**



The PACT Act webpage has received to date:



**13,609,090**  
Total Page Views  
(08/10/2022–04/01/2023)

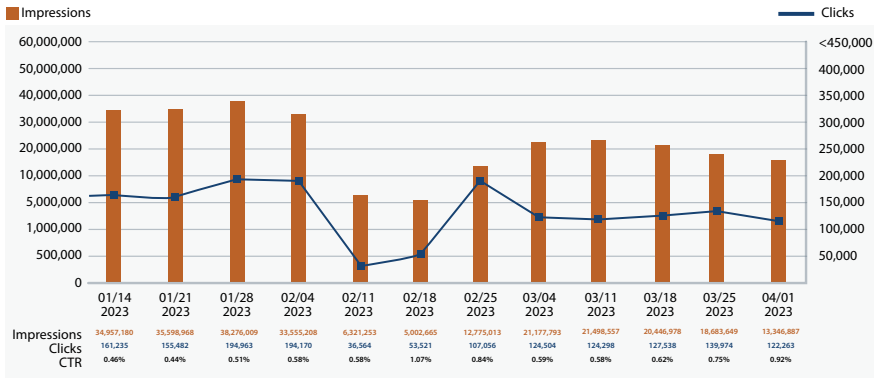


**351,270**  
Total Clicks on Call to Action to File a Disability Claim Online  
(08/10/2022–04/01/2023)

**65,687 NEW**  
Total Clicks on Call to Action to Enroll in Health Care  
(08/10/2022–04/01/2023)

\*Given the significant increase in total pageviews to VA.gov/PACT for weeks 03/18, 03/25, and 04/01, we're taking added steps to validate the total pageview data for these weeks and will note any adjustments in the next dashboard report.

## Digital Advertising (ChooseVA PACT Act Campaign)



**537,272,344**

Total Impressions

**3,167,569**

Total Clicks

**0.66%**

Click Through Rate



## VA Call Centers



**513,323**

Total MyVA411 that Access the PACT Act Main Menu (Press 8)  
(10/20/2022-04/01/2023)

MAIN MENU



**103,359**

Calls that Access Option 1 to Learn More about PACT Act and Health Care  
(10/20/2022-04/01/2023)

OPTION 1



**113,480**

Calls that Access Option 2 to Learn More about PACT Act Benefits  
(10/20/2022-04/01/2023)

OPTION 2



**157,793**

Calls that Access Option 3 to Learn More about the PACT Act Overall  
(10/20/2022-04/01/2023)

OPTION 3

## STEWARDSHIP



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, PL. 117-68.

## PACT ACT Toxic Exposures Fund (TEF)

(Initial \$500M)

VA ACCOUNT	HIRING			FUNDS	
	Full-Time Equivalent Employees (FTE)	Permanent Employees Onboarded	Term Employees Onboarded	Funds Allocated	Total Obligations
VHA Medical Care	101	—	—	\$34,124,000	—
Medical and Prosthetic Research	8	—	—	\$650,000	—
Office of Information & Technology	99	—	7	\$123,053,000	\$78,314,000
Veterans Benefits Administration-General Operating Expenses	1,884	1,702	—	\$302,018,000	\$91,994,000
Board of Veterans' Appeals	153	—	—	\$10,328,000	—
Office of General Counsel	73	22	—	\$4,374,000	\$237,000
VA Central Office	64	22	2	\$25,453,000	\$11,110,000
<b>Total PACT Act Toxic Exposures Fund</b>	<b>2,382</b>	<b>1,746</b>	<b>9</b>	<b>\$500,000,000</b>	<b>\$181,655,000</b>

## 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)—**NEW**  
 Average Days for PACT Act Claims Completion—**NEW**

PACT Act Related Rating Claims Completed <= 125 days—**NEW**  
 PACT Act Planning Population—**NEW**

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

Total New VHA Enrollees

Increase in New Enrollees in VHA  
 Upcoming Outreach Calendar

### 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 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 (ex. 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 illnesses, 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 VA'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.

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 VA health care.

This statistic 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 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 enrollees during the same time period.

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

## 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 more than 1 Potential Exposure

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

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

PACT Act Related Rating Claims Completed <= 125 days—**NEW**  
 Average Days Pending for Non-PACT Act Related Claims—**NEW**  
 Non-PACT Act Related Claims Pending <= 125 days—**NEW**  
 Non-PACT Act Related Claims Completed <= 125 days—**NEW**  
 Cumulative Total of Non-PACT Related Claims Submitted  
 Cumulative Total of Non-PACT Related Claims Completed

### 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 VHA Toxic Exposure Screenings where a Veteran identified exactly one exposure to toxic substances. It includes the number of Veterans who received the screening, the number of Veterans who identified exactly one potential concern related to a toxic substance exposure, and the percentage of responses in which Veterans identified exactly one instance of toxic exposure during the screening.

This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified more than one exposure to toxic substances. It includes the number of Veterans who received the screening, the number of Veterans who identified more than one potential concern related to a toxic substance exposure, and the percentage of responses in which Veterans identified more than one instance of toxic exposure during the screening. **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/health-care/eligibility/priority-groups>.

This metric identifies the total number of VBA benefit claims with at least one PACT Act-related claimed issue received 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 total 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 number identifies the total VBA benefits claims completed each week not related to PACT Act.

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 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 average number of days it takes VBA to process a Non-PACT Act related benefits claim.

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.

## Page Three

### Metric/Term

Electronic PACT Act Claims Submitted by Power of Attorney (percentage)—**NEW**

Electronic PACT Act Claims Submitted by Veterans (percentage)—**NEW**

PACT Act Claims Submitted Electronically (percentage)—**NEW**  
 PACT Act Claims Submitted through Mail (percentage)—**NEW**  
 Mailed Claims Submitted with a Power of Attorney on File with VA (percentage)—**NEW**

Pending Claims–PACT Related  
 Pending Claims–Non-PACT Related

### 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.

## Page Three (continued)

### Metric/Term

Top 5 PACT Act Conditions Claims

Most Frequent Denial Reasons—**NEW**

Total Pending PACT Act Claims

Total Pending Non-PACT Act Claims

VA.gov/PACT Page Views

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

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

### Definition

Top 5 PACT presumptive conditions claimed on disability claims with breakouts 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.

Top 3 reasons for denials on decisions on PACT disability claims: Not Incurred/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.

This statistic 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 metric 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.

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)

Full-Time Equivalent Employee (FTE)

Account

Permanent Employee

Term Employee

Onboarded

Funds Allocated

Obligations

### 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.

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). 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.

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 Graph

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 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).

### Further Geographic Explanations

Symbol (-)

U.S. territories, Freely Associated States, and Philippines

Unknown/Foreign

<10 Privacy Threshold

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 <10 cannot be publicly shared.