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](http://va.gov/PACT)
  - [ask.VA.gov](http://ask.VA.gov)

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

- **WALK-IN**
  - [va.gov/find/locations](http://va.gov/find/locations)

- **VETERANS SERVICE ORGANIZATION**

- **NEW HEALTH CARE & BENEFITS MAP**
  - Download Map Here

---

**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.

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**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 (04/01/2023)
- **157.6** Average Days for PACT Act Related Claim Completion (04/01/2023)
- **44.7%** PACT Act Related Claims Completed <= 125 days (04/01/2023)

**Expanding Care**

- **62,885** NEW New Enrollees from the PACT Act Planning Population (10/01/2022–04/01/2023)
- **90.9%** VA Health Care 90-Day Trust Score (12/06/2022–04/01/2023)

**Total New VHA Enrollees:**

- **185,941** AUG 2021-MAR 2022
- **215,450** AUG 2022-MAR 2023
- **+29,509**

---

**UPCOMING OUTREACH CALENDAR**

<table>
<thead>
<tr>
<th>April 21</th>
<th>April 21</th>
<th>May 11</th>
<th>May 16</th>
<th>May 18</th>
<th>May 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans Stand Down Event–Hickory, NC</td>
<td>Seminole Nation PACT Act Event–Seminole, OK</td>
<td>Military Spouse Virtual Career Fair–Online Event</td>
<td>PACT Act Awareness Event–Tuscaloosa, AL</td>
<td>We CARE Veterans Fair–Rome, GA</td>
<td>Oregon Women Veterans Conference–Salem, OR</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**

- **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%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

**Benefits Experience**

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

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

- **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

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

- **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)

- **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** Current Enrollees in the PACT Act Planning Population (as of 04/01/2023)
- **199,162** Total Veteran PACT Related Claims Completed
- **4,105** Total Survivor PACT Related Claims Completed

- **157.6** NEW Average Days For PACT Act Related Claim Completion (04/01/2023)
- **131.7** NEW Average Days For Non-PACT Related Claim Completion (04/01/2023)
- **44.7%** NEW PACT Act Related Rating Claims Completed ≤125 Days (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)
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

Top 5 PACT Act Conditions Claims

As of 04/01/2023

<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>65,982</td>
<td>66,767</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>45,921</td>
<td>46,576</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>21,642</td>
<td>21,798</td>
<td>56%</td>
<td>44%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>19,496</td>
<td>19,776</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>Malignant Growth of Genitourinary System</td>
<td>9,690</td>
<td>10,018</td>
<td>69%</td>
<td>31%</td>
</tr>
</tbody>
</table>

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 are taking added steps to validate the total pageview data for those weeks and will note any adjustments in the next dashboard report.
Digital Advertising (ChooseVA PACT Act Campaign)

![Digital Advertising Graph]

<table>
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<th>Impressions</th>
<th>Clicks</th>
<th>CTR</th>
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<td>01/14/2023</td>
<td>612,312</td>
<td>0.4%</td>
</tr>
<tr>
<td>01/17/2023</td>
<td>612,312</td>
<td>0.4%</td>
</tr>
<tr>
<td>01/21/2023</td>
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</tr>
<tr>
<td>01/24/2023</td>
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<tr>
<td>01/28/2023</td>
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<tr>
<td>02/01/2023</td>
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<td>02/08/2023</td>
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<tr>
<td>03/29/2023</td>
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</tr>
<tr>
<td>04/01/2023</td>
<td>612,312</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

**Total Impressions:** 537,272,344

**Total Clicks:** 3,167,569

**Click Through Rate:** 0.66%

VA Call Centers

- **513,323** Total MyVA411 that Access the PACT Act Main Menu (Press 8 (10/20/2022-04/01/2023))
- **103,359** Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022-04/01/2023)
- **113,480** Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022-04/01/2023)
- **157,793** Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022-04/01/2023)

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, P.L. 117-68.

PACT ACT Toxic Exposures Fund (TEF)

(Initial $500M)

<table>
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<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>
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<td>101</td>
<td>—</td>
<td>—</td>
<td>$34,124,000</td>
<td>—</td>
</tr>
<tr>
<td>Medical and Prosthetic Research</td>
<td>8</td>
<td>—</td>
<td>—</td>
<td>$650,000</td>
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<tr>
<td>Office of Information &amp; Technology</td>
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<td>—</td>
<td>7</td>
<td>$123,053,000</td>
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<td>Veterans Benefits Administration-General Operating Expenses</td>
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<td>1,702</td>
<td>—</td>
<td>$302,018,000</td>
<td>$91,994,000</td>
</tr>
<tr>
<td>Board of Veterans’ Appeals</td>
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<td>—</td>
<td>—</td>
<td>$10,328,000</td>
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<tr>
<td>Office of General Counsel</td>
<td>73</td>
<td>22</td>
<td>—</td>
<td>$4,374,000</td>
<td>$237,000</td>
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<tr>
<td>VA Central Office</td>
<td>64</td>
<td>22</td>
<td>2</td>
<td>$25,453,000</td>
<td>$11,110,000</td>
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<tr>
<td>Total PACT Act Toxic Exposures Fund</td>
<td>2,382</td>
<td>1,746</td>
<td>9</td>
<td>$500,000,000</td>
<td>$181,655,000</td>
</tr>
</tbody>
</table>
Department of Veterans Affairs | VA PACT ACT Performance Dashboard | Issue 4—April 14, 2023

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
- VA Trust

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 metric 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.

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 Rating Planning Population—NEW

New Enrollees in the PACT Act Planning Population—NEW

Upcoming Outreach Calendar

EXPLANATION OF TERMS

- NEW

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

Weeky 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 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.

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 Veteran days that were considered as being eligible due to the PACT Act. 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 screening during the week.

This statistic identifies 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 percentage of Veterans who responded to the survey question, “I trust the VHA [Facility Name] for my health care needs” with a score of 4 or 5. This statistic identifies the total number of new VA enrollments (newly registered healthcare beneficiaries) for the periods of August 2022 to End of Current Month 2023 and August 2021 to End of month 2022, for comparative analysis purposes.

This metric identifies the number of VBA benefit claims with at least one PACT Act-related condition 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 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 percentage of Veterans who responded to the survey question, “I trust the VHA [Facility Name] for my health care needs” with a score of 4 or 5. This statistic identifies the total number of new VA enrollments (newly registered healthcare beneficiaries) for the periods of August 2022 to End of Current Month 2023 and August 2021 to End of month 2022, for comparative analysis purposes.

This metric identifies the total number of new VA enrollments (newly registered healthcare beneficiaries) for the periods of August 2022 to End of Current Month 2023 and August 2021 to End of month 2022, for comparative analysis purposes.

This metric identifies the number of VBA benefit claims with at least one PACT Act-related condition that have been completed in 125 days or less. This metric identifies the average number of days it takes VBA to process a PACT Act related benefit 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 at least one PACT Act-related claim issue received each week. This statistic identifies the total number of VBA benefit claims with at least one PACT Act-related claim issue received each week. This statistic identifies the total number of VBA benefit claims submitted electronically through mail where the Veteran is represented by a Power of Attorney out of the total number of PACT disability claims submitted electronically.

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 total number of VBA benefit claims with at least one PACT Act-related condition that have been completed in 125 days or less. This metric identifies the average number of days it takes VBA to process a PACT Act related benefit 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 cumulative total of VBA benefits claims received since August 10, 2012, which are not related to the PACT Act. This statistic identifies the cumulative total of VBA benefits claims completed since August 10, 2012, which are not related to the PACT Act.
### Page Three (continued)

#### Metric/Term

**Top 5 PACT Act Conditions Claims**

**Most Frequent Denial Reasons**

**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**

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

### Definition

**Top 5 PACT presumptive conditions claimed on disability claims with breakdowns for the # of distinct claims associated with these claimed conditions, the total number of distinct issues claimed, the total number of issues granted, and the grant/denial rate.**

**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 statistic identifies the number of pages 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 Health Care" link to apply for VA health care online.**

### 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 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 number 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:**

The Unknown/Foreign group includes Veterans and Survivors with a foreign address or whose state of residence information is currently unavailable.

To maintain Veteran and Survivor privacy, receipts and enrollments <10 cannot be publicly shared.

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**EXPLANATION OF TERMS (CONTINUED)**

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**Obligations**

**permanent address outside the 50 states).**

**PACT Act to callers.**

**Full-Time Equivalent Employee (FTE)**

**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**

**Permanent Employee**

**Onboarded**

**Funds Allocated**

**Percentage of New Enrollees**

**Total Impressions**

**MyVA411 Calls that Access the PACT Act Main Menu (Press 8)**

**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**

**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.**

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**This statistic identifies the number 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).**

**Data is unavailable.**


The Unknown/Foreign group includes Veterans and Survivors with a foreign address or whose state of residence information is currently unavailable.

To maintain Veteran and Survivor privacy, receipts and enrollments <10 cannot be publicly shared.