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
- Ask.VA.gov
- CALL 1-800-MyVA411 24/7/365
- WALK-IN VA.gov/find/locations
- VETERANS SERVICE ORGANIZATION 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

Veterans who filed a disability claim can now access the decision letter online using their VA.GOV sign in. This can save Veterans time by accessing information online instantly instead of waiting for a paper letter in the mail. Read more here.

Making a Difference Through the PACT Act

In 2019, an Army reservist who deployed to Kuwait during Operation Iraqi Freedom went to urgent care for shortness of breath and a cough and was diagnosed with lung cancer. Years later, after hearing about President Biden’s new toxic exposure law, she submitted her first claim ever with VA. Because of the new law, her lung cancer was presumed to be caused by her service, so her claim was granted, and she received benefits backdated to August 10, 2022, the day that the bill became law. This Veteran’s condition has since improved, and she is thankful and relieved that her future health care will be covered by VA.

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

- **151,843** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–03/04/2023)
- **149,035** Total Veterans with Completed PACT Act Related Claims
- **2,810** Total Survivors with Completed PACT Act Related Claims

Expanding Care

- **90.4%** VA Health Care 90-Day Trust Score (12/06/2022–03/06/2023)

Total New VHA Enrollees:

<table>
<thead>
<tr>
<th></th>
<th>AUG 2021-FEB 2022</th>
<th>AUG 2022-FEB 2023</th>
<th>+27,527</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>158,986</td>
<td>186,513</td>
<td></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/)

UPCOMING OUTREACH CALENDAR

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Location</th>
<th>View Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 21</td>
<td>VA PACT Act Webinar—Online Event</td>
<td></td>
<td>View Event</td>
</tr>
<tr>
<td>March 22</td>
<td>Veteran and Survivors Claims Clinic—Manila, Philippines</td>
<td>Manila, Philippines</td>
<td>View Event</td>
</tr>
<tr>
<td>March 25</td>
<td>Women Veterans IMPACT Conference—Gaithersburg, MD</td>
<td>Gaithersburg, MD</td>
<td>View Event</td>
</tr>
<tr>
<td>March 29</td>
<td>Women Veterans PACT ACT Town Hall—Bozeman, MT</td>
<td>Bozeman, MT</td>
<td>View Event</td>
</tr>
<tr>
<td>March 31</td>
<td>Veteran and Survivors Claims Clinic—Greensburg, PA</td>
<td>Greensburg, PA</td>
<td>View Event</td>
</tr>
<tr>
<td>April 05</td>
<td>Understanding the PACT ACT—Online Event</td>
<td></td>
<td>View Event</td>
</tr>
</tbody>
</table>
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**

2,174,087
Total Toxic Exposure Screenings
(08/10/2022–03/10/2023)

41.5%
Toxic Exposure Screenings where Veterans Endorsed at least one Potential Exposure

**Benefits Experience**

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

For a historical look from the passage of the PACT Act onward, please see Issue 1 (March 03).

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

<table>
<thead>
<tr>
<th>WEEKLY TOTAL</th>
<th>PACT Act Related-Submitted</th>
<th>PACT Act Related-Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>WEEKLY TOTAL</th>
<th>Non-PACT Act Related-Submitted</th>
<th>Non-PACT Act Related-Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Cumulative Total**

- 362,934 Cumulative Total PACT Related Claims Submitted (Since 08/10/2022)
- 352,922 Total Veteran PACT Related Claims Submitted
- 157,854 Cumulative Total PACT Related Claims Completed (Since 08/10/2022)
- 155,011 Total Veteran PACT Related Claims Completed
- 2,843 Total Survivor PACT Related Claims Completed

- 822,367 Cumulative Total Non-PACT Related Claims Submitted (Since 08/10/2022)
- 863,170 Cumulative Total Non-PACT Related Claims Completed (Since 08/10/2022)

- 822,367 Cumulative Total Non-PACT Related Claims Submitted (Since 08/10/2022)
- 863,170 Cumulative Total Non-PACT Related Claims Completed (Since 08/10/2022)
Pending Claims—PACT Related and Non-PACT Related

WEEKLY TOTAL

<table>
<thead>
<tr>
<th>WEEK</th>
<th>Inventory Pending—PACT Related</th>
<th>Inventory Pending—Non-PACT Related</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/17/2022</td>
<td>472,372</td>
<td>313,775</td>
</tr>
<tr>
<td>12/18/2022</td>
<td>467,423</td>
<td>225,314</td>
</tr>
<tr>
<td>12/19/2022</td>
<td>464,924</td>
<td>229,903</td>
</tr>
<tr>
<td>12/20/2022</td>
<td>472,508</td>
<td>236,023</td>
</tr>
<tr>
<td>12/21/2022</td>
<td>472,660</td>
<td>218,473</td>
</tr>
<tr>
<td>12/22/2022</td>
<td>478,427</td>
<td>246,123</td>
</tr>
<tr>
<td>12/23/2022</td>
<td>481,554</td>
<td>246,791</td>
</tr>
<tr>
<td>12/24/2022</td>
<td>482,368</td>
<td>247,863</td>
</tr>
<tr>
<td>12/25/2022</td>
<td>496,000</td>
<td>259,162</td>
</tr>
<tr>
<td>12/26/2022</td>
<td>492,368</td>
<td>271,236</td>
</tr>
<tr>
<td>12/27/2022</td>
<td>491,530</td>
<td>271,236</td>
</tr>
</tbody>
</table>

Top 5 PACT Act Conditions Granted

1) Hypertensive Vascular Disease
2) Allergic Rhinitis
3) Maxillary Sinusitis
4) Bronchial Asthma
5) Malignant Growth of Genitourinary System

Web Experience

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

This metric has been refreshed with more current data, resulting in some differences in weekly counts from this chart and the chart featured in Issue 1 (March 03, 2023).

Digital Advertising (ChooseVA PACT Act Campaign)

<table>
<thead>
<tr>
<th>Impressions</th>
<th>Clicks</th>
<th>CTR</th>
</tr>
</thead>
<tbody>
<tr>
<td>35,598,968</td>
<td>155,482</td>
<td>0.44%</td>
</tr>
<tr>
<td>38,276,009</td>
<td>194,963</td>
<td>0.51%</td>
</tr>
<tr>
<td>33,555,208</td>
<td>194,170</td>
<td>0.58%</td>
</tr>
<tr>
<td>6,321,253</td>
<td>36,564</td>
<td>0.58%</td>
</tr>
<tr>
<td>5,002,665</td>
<td>53,521</td>
<td>1.07%</td>
</tr>
<tr>
<td>12,775,013</td>
<td>107,056</td>
<td>0.84%</td>
</tr>
</tbody>
</table>

The PACT Act webpage has received to date:

8.9M+ Total Page Views (08/10/2022–03/05/2023)

311,360 Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–03/05/2023)

Cumulative Totals:

463,296,273 Total Impressions

2,653,496 Total Clicks

0.57% Click Through Rate

Phone Experience

VA Call Centers

448,365 Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022-03/04/2023)

86,762 Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022-03/04/2023)

101,365 Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022-03/04/2023)

139,112 Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022-03/04/2023)
EXPLANATION OF TERMS

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

**Page Two**

**Metric/Term**
- Total Toxic Exposure Screenings
- 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
- Cumulative Total: Non-PACT Related Claims Submitted
- Cumulative Total: Non-PACT Related Claims Completed

**Definition**
- This statistic identifies the number of Veterans who have received a VA 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.
- 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 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 claim 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 statistic identifies the total VBA benefits claims received each week related to PACT Act.
- This number identifies the total VBA benefit claims completed each week not related to PACT Act.
- 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**
- Inventory Pending - PACT Related
- Inventory Pending - Non-PACT Related
- Top 5 PACT Act Conditions Granted
- Total Pending PACT Act Claims
- Total Pending Non-PACT Act Claims
- MyVA411 Calls that Access the PACT Act Main Menu (Press 8)
- VA.gov/PACT Page Views
- Total Clicks on Call to Action to File a Disability Claim Online
- Total Impressions
- Total MyVA411 Calls that Access the PACT Act Main Menu (Press 8)

**Definition**
- This metric identifies the number of VBA claims with at least one PACT Act-related condition pending in the workload.
- This metric 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 with any PACT Act-related conditions.
- This statistic identifies the number of MyVA411 calls to 1-800-MyVA411 where callers selected the PACT Act Main Menu (Press 8).
- 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 total number of PACT Act advertisement rendered on user screens through digital marketing.
- This statistic identifies the number of calls received to the automated MyVA411 call option (8), which provides information about the PACT Act to callers.

**Geographical Map**

Reminder: the Geographical Analysis is included in every other issue of this dashboard publication. The next geographical analysis will be released on March 31, 2023.

**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 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).

**Further Geographic Explanations**

Symbol –
- U.S. territories, Freely Associated States, and Philippines
- Philippines, Unknown/Foreign
- <10 Privacy Threshold

Data is unavailable.
- 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.