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/disability/get-help-filing-claim
- NEW HEALTH CARE & BENEFITS MAP Download Map Here

**Highlights**

VA joined members of the Kiowa tribe in Carnegie, Oklahoma City on April 7, 2023 to help local community Veterans learn about the PACT Act, sign up for health care, and apply for VA benefits. While attending, Kiowa Tribe members performed a traditional Powwow and honored the local Veterans in the community.

Watch the video [HERE](#).

**Making a Difference Through the PACT Act**

An Army Veteran was exposed to burn pits while deployed during the Persian Gulf War. Though he suffered from asthma, he had no intention of filing a claim for disability as he did not attribute it to his service until he read about respiratory issues being considered a presumptive condition under the PACT Act. After being encouraged by friends and fellow service members, he filed a claim requesting asthma be considered as service-connected. His claim was finalized on March 29th, 2023 and was granted 100% service-connection entitlement, receiving a retroactive payment backdated to August 10th, 2022, the date the PACT Act was signed into law. He is appreciative of the service-connection and how it will help him with his future healthcare needs.

**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

- **300,910** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–06/03/2023)
- **294,427** Total Veterans with Completed PACT Act Related Claims
- **255,041** Total PACT Act Claims Approved (08/10/2022–06/03/2023)
- **6,490** Total Survivors with Completed PACT Act Related Claims
- **154.5** Average Days for PACT Act Related Claim Completion (06/03/2023)
- **47.0%** PACT Act Related Claims Completed <= 125 days (06/03/2023)

### Expanding Care

- **89,067** New Enrollees from the PACT Act Planning Population (10/01/2022–06/03/2023)
- **90.8%** VA Health Care 90-Day Trust Score (12/06/2022–06/03/2023)

#### Total New VHA Enrollees: through 06/03/2023

<table>
<thead>
<tr>
<th>AUG 2021-JUNE 2022</th>
<th>AUG 2022-JUNE 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>231,872</td>
<td>274,980 +43,108</td>
</tr>
</tbody>
</table>

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**UPCOMING OUTREACH CALENDAR**

- **June 15**: PACT Act and Enrollment Fair—State College, PA [VIEW EVENT]
- **June 17**: Veteran Resource Fair and Meet the Experts—Erie, PA [VIEW EVENT]
- **June 20**: PACT Act Info Day—LaSalle VA Clinic [VIEW EVENT]
- **June 21**: PACT Act Info Day—Joliet, IL [VIEW EVENT]
- **June 22**: PACT Act Info Day—Aurora, IL [VIEW EVENT]
- **June 24**: PACT Act Claims Clinic—Crown Point, IN [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 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

- **3,637,818** Total Toxic Exposure Screenings (09/06/2022–06/03/2023)
- **1,535,697 (42.2%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **298,965 (8.2%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,236,732 (34.0%)** Toxic Exposure Screenings where Veterans Endorsed exactly 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

**WEEKLY TOTALS**

**PACT Act Related-Submitted**

- **627,296** Cumulative Total PACT Related Claims Submitted (08/10/2022–06/03/2023)

**PACT Act Related-Completed**

- **612,825** Total Veteran PACT Related Claims Submitted
- **14,471** Total Survivor PACT Related Claims Submitted

**Cumulative Total PACT Related Claims Completed**

- **314,934** Total Veteran PACT Related Claims Completed
- **6,659** Total Survivor PACT Related Claims Completed

**Average Days For PACT Act Related Claim Completion**

- **154.5** (as of 06/03/2023)

**Percentage of Claims Submitted PACT Related vs. Non-PACT Related**

- **65.1%** PACT Related
- **34.9%** Non-PACT Related

**Percentage of Claims Submitted PACT Related vs. Non-PACT Related**

- **65.1%** PACT Related
- **34.9%** Non-PACT Related

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

**WEEKLY TOTALS**

**Non-PACT Act Related-Submitted**

- **1,169,560** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–06/03/2023)

**Non-PACT Act Related-Completed**

- **1,248,409** Cumulative Total Non-PACT Related Claims Completed (08/10/2022–06/03/2023)

**Average Days For Non-PACT Related Claim Completion**

- **127.2** (as of 06/03/2023)

**Percentage of Non-PACT Related Rating Claims Completed <\=125 Days**

- **67.4%** (as of 06/03/2023)
PACT Act Claims Submission Methods

- **26.8%** PACT Act Claims Electronically Submitted (08/10/2022–06/03/2023)
- **89.0%** Electronic Claims Submitted by Veterans
- **11.0%** Electronic Claims Submitted by Power of Attorney
- **73.2%** PACT Act Claims Submitted by Mail (08/10/2022–06/03/2023)
- **86.5%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

**WEEKLY TOTALS**

- **371,864** Total Pending PACT Act Related Claims (as of 06/03/2023)
- **110.7** Average Days Pending for PACT Act Related Claims (as of 06/03/2023)
- **65,040** Total Pending PACT Act Related Claims with Partial Decisions (as of 06/03/2023)
- **457,262** Total Pending Non-PACT Act Related Claims (as of 06/03/2023)
- **98.1** Average Days Pending for Non-PACT Act Related Claims (as of 06/03/2023)
- **49,421** Total Pending Non-PACT Act Related Claims with Partial Decisions (as of 06/03/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 06/03/2023)

<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>99,321</td>
<td>100,593</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>64,059</td>
<td>65,028</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>30,449</td>
<td>30,701</td>
<td>55%</td>
<td>45%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>27,950</td>
<td>28,404</td>
<td>51%</td>
<td>49%</td>
</tr>
<tr>
<td>Malignant Growths of Genitourinary System</td>
<td>14,291</td>
<td>14,622</td>
<td>68%</td>
<td>32%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (As of 06/03/2023)

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)

- **12,229,593** Total Page Views (08/10/2022–06/03/2023)
- **463,908** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–06/03/2023)
- **87,876** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–06/03/2023)
Digital Advertising (ChooseVA PACT Act Campaign)

![Graph showing digital advertising impressions and clicks over time.]

- **Total Impressions**: 642,278,662
- **Total Clicks**: 4,113,411
- **Click Through Rate**: 0.64%

VA Call Centers

- **657,310** Total MyVA411 that Access the PACT Act Main Menu (Press 8 (10/20/2022-06/03/2023))
- **136,733** Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022-06/03/2023)
- **141,640** Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022-06/03/2023)
- **200,280** Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022-06/03/2023)

STEWARDSHIP

Issue 8—June 09, 2023

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>
<thead>
<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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<tbody>
<tr>
<td>VHA Medical Care</td>
<td>101</td>
<td>—</td>
<td>—</td>
<td>$34,124,000</td>
<td>$8,075,000</td>
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<tr>
<td>Medical and Prosthetic Research</td>
<td>8</td>
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<td>—</td>
<td>$650,000</td>
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<td>Office of Information &amp; Technology</td>
<td>99</td>
<td>18</td>
<td>—</td>
<td>$123,053,000</td>
<td>$86,582,000</td>
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<tr>
<td>VBA General Operating Expenses</td>
<td>1,884</td>
<td>1,569</td>
<td>—</td>
<td>$302,018,000</td>
<td>$176,119,000</td>
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<tr>
<td>Board of Veterans’ Appeals</td>
<td>153</td>
<td>6</td>
<td>—</td>
<td>$10,328,000</td>
<td>$8,000</td>
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<tr>
<td>Office of General Counsel</td>
<td>73</td>
<td>37</td>
<td>—</td>
<td>$4,374,000</td>
<td>$932,000</td>
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<tr>
<td>VA Central Office</td>
<td>64</td>
<td>38</td>
<td>4</td>
<td>$25,453,000</td>
<td>$15,117,000</td>
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<td>Total PACT Act Toxic Exposures Fund</td>
<td>2,382</td>
<td>1,668</td>
<td>4</td>
<td>$500,000,000</td>
<td>$286,833,000</td>
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</table>
**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 Health Trust
- Approval Rate for PACT Act Related Claims since 08/10/22 (percentage)
- Average Days for PACT Act Claims Completion

**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 includes the total number of PACT disability claims submitted through mail, out of the total number of PACT disability claims submitted.

**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 Enrollies in Priority Groups 1, 2, or 3
- Weekly Total: PACT Act Related Claims Submitted
- Weekly Total: Non-PACT Act Related Claims Submitted
- Cumulative Total: PACT Act Related Claims Submitted
- Cumulative Total: Non-PACT Act Related Claims Submitted
- Weekly Total: PACT Act Related Claims Completed
- Weekly Total: Non-PACT Act Related Claims Completed
- Average Days for PACT Act Claims Completion
- PACT Act Related Rating Claims Completed <= 125 days
- PACT Act Related Claims Approved
- PACT Act Planning Population
- New Enrollies in the PACT Act Planning Population
- Total New VA Enrollies
- Increase in New Enrollies in VHA

**Definition**
- This metric identifies the average number of days it takes VBA to process a PACT Act-related benefits claim.
- This metric indicates the length of time it takes VBA to process a PACT Act-related benefits claim.
- This metric indicates the length of time it takes VBA to process a PACT Act-related benefits claim.
- This metric identifies the number of VBA Toxic Exposure Screenings where a Veteran identified exactly one potential exposure to toxic substances.
- This metric identifies the number of VBA Toxic Exposure Screenings where a Veteran identified exactly one potential exposure to toxic substances.

**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)
- Mailed Claims Submitted with a Power of Attorney on File with VA (percentage)
- Pending Claims – PACT Related
- Pending Claims – Non-PACT Related

**Definition**
- This metric identifies the number of VHA Toxic Exposure Screenings where a Veteran identified more than one potential exposure to toxic substances.
- This metric identifies the number of VBA Toxic Exposure Screenings where a Veteran identified exactly one potential exposure to toxic substances.
- This metric identifies the number of VBA Toxic Exposure Screenings where a Veteran identified exactly one potential exposure to toxic substances.
- This metric identifies the number of VBA Toxic Exposure Screenings where a Veteran identified exactly one potential exposure to toxic substances.
**Geographical Analysis**

Reminder: The Geographical Analysis is included in every other issue of this dashboard publication.

**Metric/Term**

**Definition**

- **Veterans in State**: 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.
- **Total PACT Act Related Claims Received**: This statistic identifies the total number of VBA benefit claims with at least one PACT Act-related condition separated by state of residence.
- **Percentage of Total PACT Act Related Claims Received**: 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.
- **Veterans Currently Enrolled with VA for Care**: 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.
- **New Enrollees**: 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 (-)**: Data is unavailable.
- **Unknown/Foreign**: The Unknown/Foreign group includes Veterans and Survivors with a foreign address or where state of residence information is currently unavailable.
- **<10 Privacy Threshold**: To maintain Veteran and Survivor privacy, receipts and enrollments <10 cannot be publicly shared.