



VA PACT ACT

MARCH 17, 2023

PERFORMANCE DASHBOARD

ISSUE TWO

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
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

Expanding Care



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



151,843

Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–03/04/2023)



149,035

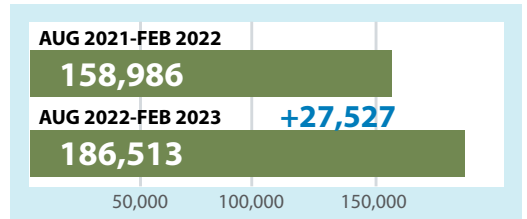
Total Veterans with Completed PACT Act Related Claims

2,810

Total Survivors with Completed PACT Act Related Claims



Total New VHA Enrollees:



UPCOMING OUTREACH CALENDAR

March 21

VA PACT Act Webinar—Online Event

[VIEW EVENT](#)

March 22

Veteran and Survivors Claims Clinic—Manila, Philippines

[VIEW EVENT](#)

March 25

Women Veterans IMPACT Conference—Gaithersburg, MD

[VIEW EVENT](#)

March 29

Women Veterans PACT ACT Town Hall—Bozeman, MT

[VIEW EVENT](#)

March 31

Veteran and Survivors Claims Clinic—Greensburg, PA

[VIEW EVENT](#)

April 05

Understanding the PACT ACT—Online Event

[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



2,174,087

Total Toxic Exposure Screenings
(08/10/2022–03/10/2023)



41.5%

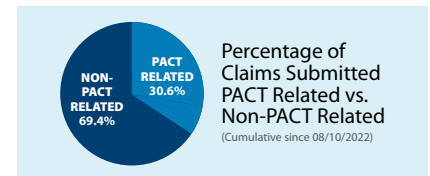
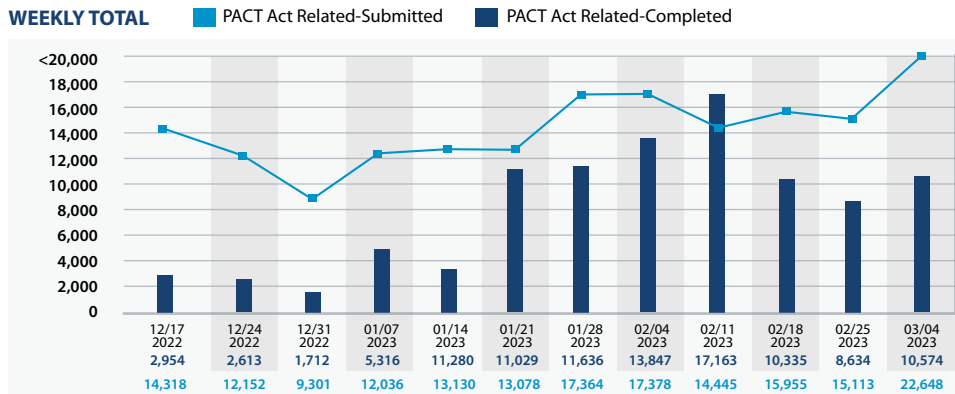
Toxic Exposure Screenings where Veterans Endorsed at least one Potential Exposure



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



362,934

Cumulative Total PACT Related Claims Submitted
(Since 08/10/2022)

352,922

Total Veteran PACT Related Claims Submitted
10,012
Total Survivor PACT Related Claims Submitted



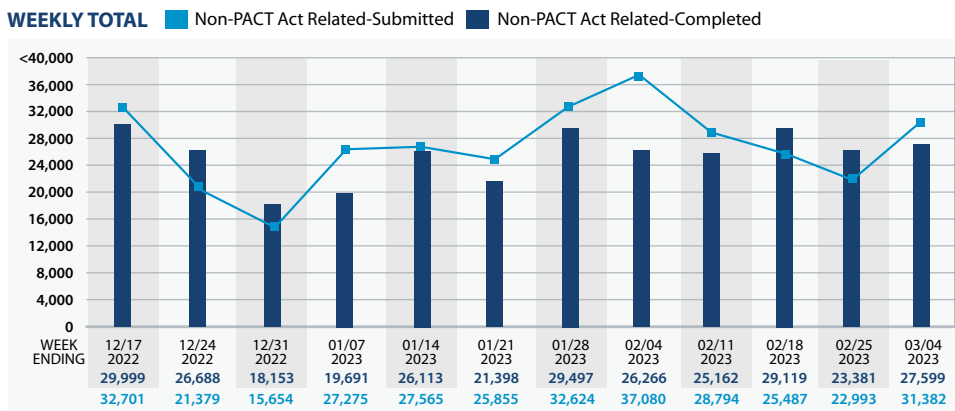
157,854

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

Claims Submitted and Completed—Non-PACT Act Related



822,367

Cumulative Total Non-PACT Related Claims Submitted
(Since 08/10/2022)



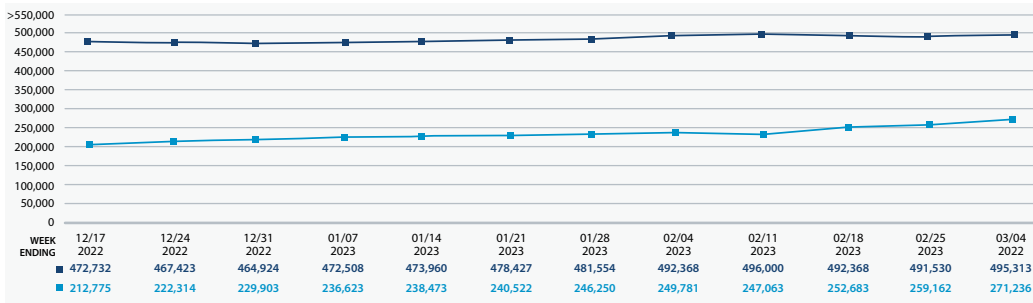
863,170

Cumulative Total Non-PACT Related Claims Completed
(Since 08/10/2022)

Pending Claims—PACT Related and Non-PACT Related

WEEKLY TOTAL

Inventory Pending-PACT Related Inventory Pending-Non-PACT Related



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



271,236

Total Pending PACT Act Related Claims
(as of 03/04/2023)



495,313

Total Pending Non-PACT Act Related Claims
(as of 03/04/2023)

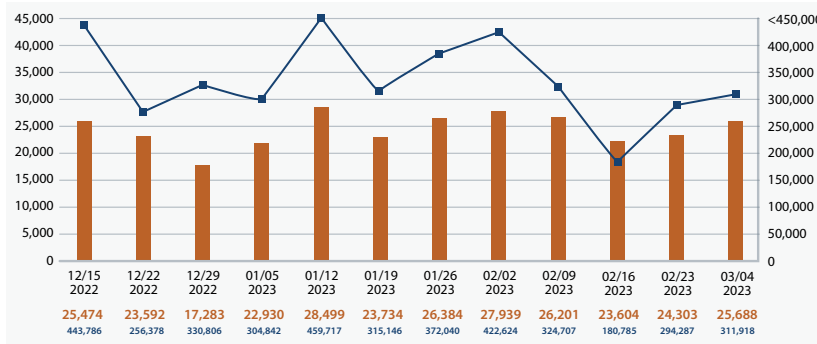


Web Experience

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).

MyVA411 Calls that Access the PACT Act Main Menu VA.gov/PACT Page Views



The PACT Act webpage has received to date:



8.9M+

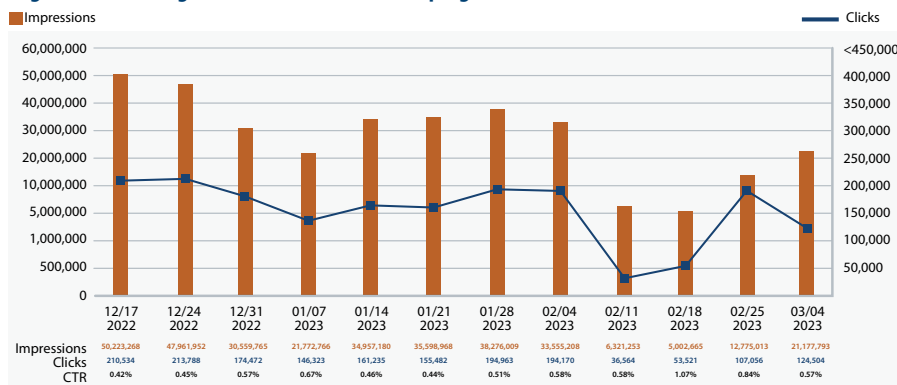
Total Page Views
(08/10/2022-03/05/2023)



311,360

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

Digital Advertising (ChooseVA PACT Act Campaign)



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)

MAIN MENU



86,762

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

OPTION 1



101,365

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

OPTION 2



139,112

Calls that Access Option 3 to Learn More about the PACT Act Overall
(10/20/2022-03/04/2023)

OPTION 3

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 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.

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 Exposure

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 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 at least one exposure to toxic substances. 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 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 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 number of VBA claims which do not have any conditions related to the PACT Act pending in the workload.

This statistic identifies the five presumptive conditions related to the PACT Act which are most frequently granted on VBA disability compensation rating decisions.

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 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 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 total number of calls received to the automated MyVA411 line (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 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

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, 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.