

VA PACT ACT PFRFORMANCF DASHBOARD

DECEMBER 20, 2024

ISSUE FORTY-FOUR Published Monthly on the Third Friday

In this VA PACT Act Performance Dashboard, we are demonstrating our commitment to transparency by sharing with all stakeholders



VA is launching a new outreach campaign to encourage eligible Veterans to enroll in VA health care – including approximately 1 million unenrolled Veterans who served in Vietnam, the Gulf War, Irag, and Afghanistan. VA is launching this campaign after reports of concerns from Veterans about health issues - including mental health challenges and thoughts of suicide – potentially related to repeated blasts and head trauma (low-level artillery blasts, IEDs, missile launches, heavy fire, and more).

Learn more here.

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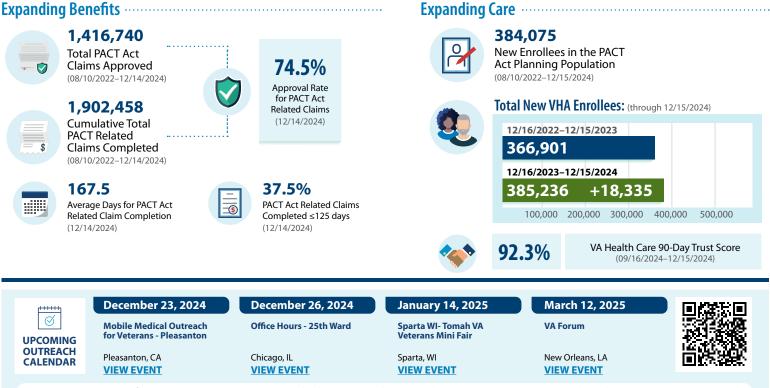
Making a Difference Through the PACT Act

"Anytime you get an increase in your pay, it helps you a lot," said 82-year-old Army Veteran Wendell Bell, who was 30% serviceconnected before the We Care Vet Fair event and was unaware of additional service-connected conditions he was made eligible for under the PACT Act. The following week, Bell learned he was approved for a 30% increase in service connection which brought his total service connection to 60%, making his wife eligible for VA Dependency and Indemnity Compensation (VA DIC) and Champ VA benefits.

Learn more about Mr. Bell's story and the PACT Act here.

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.

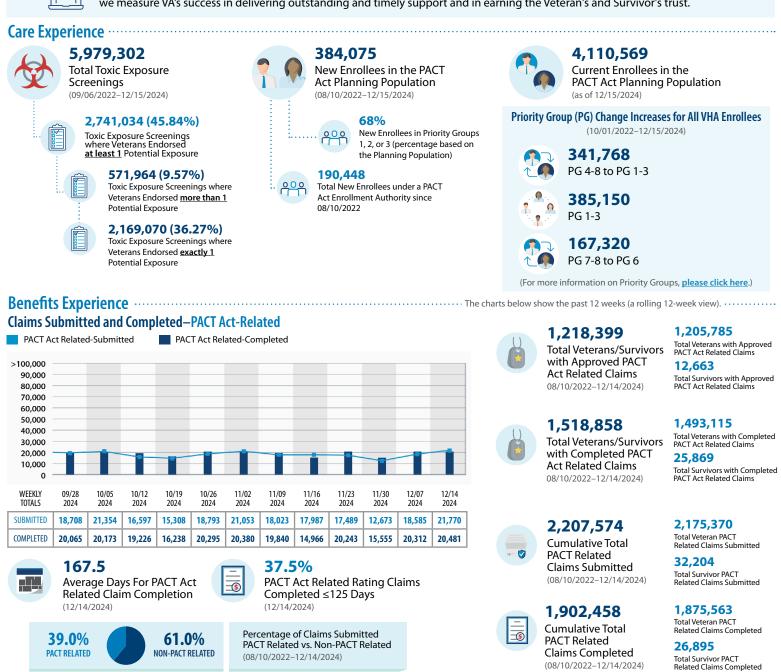


For more information on PACT Act events and other events, please visit https://www.va.gov/outreach-and-events/events/.

VETERANS AND SURVIVORS TRUST VA TO DELIVER AN EXCEPTIONAL CUSTOMER EXPERIENCE

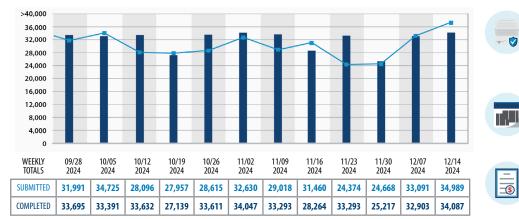
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VA is committed to providing world class and timely health care, benefits and services to Veterans and Survivors. In this section, we measure VA's success in delivering outstanding and timely support and in earning the Veteran's and Survivor's trust.



Claims Submitted and Completed–Non-PACT Act Related

Non-PACT Act Related-Submitted Non-PACT Act Related-Completed



3,454,880 **Cumulative Total** Non-PACT Related Claims Submitted (08/10/2022-12/14/2024)

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3,409,443

Cumulative Total Non-PACT Related **Claims Completed** (08/10/2022-12/14/2024)

Average Days For Non-PACT **Related Claim Completion** (12/14/2024)

59.3%

128.7

Non-PACT Act Related Rating Claims Completed ≤125 Days (12/14/2024)

PACT Act Claims Submission Methods



27.9% PACT Act Claims **Electronically Submitted** (08/10/2022-12/14/2024)

92.4% **Electronic Claims** Submitted by Veterans

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Electronic Claims Submitted by Power of Attorney

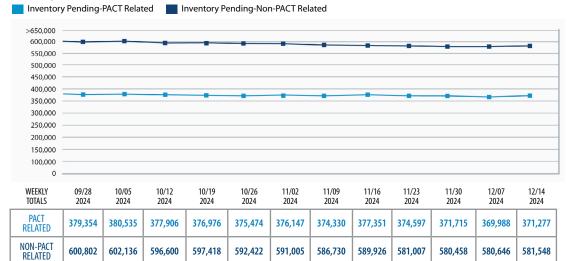
7.6%

72.1% PACT Act Claims Submitted by Mail (08/10/2022-12/14/2024)

85.1%

Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related





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71,330

Total Pending PACT Act Related Claims with Partial Decisions (as of 12/14/2024)

46,003

Total Pending Non-PACT Act Related Claims with Partial Decisions (as of 12/14/2024)

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371,277 **Total Pending PACT**

Act Related Claims (as of 12/14/2024)

> 117.9 Average Days Pending for PACT Act Related Claims (12/14/2024)

248,965 Total PACT ACT Related Claims Pending ≤125 Days (12/14/2024)



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Total Pending Non-PACT Act Related Claims (as of 12/14/2024)

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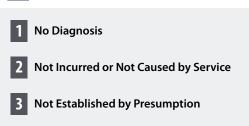
91.6 Average Days Pending for Non-PACT Act Related Claims (12/14/2024)

459,578 Total Non-PACT Act Related Claims Pending ≤125 Days (12/14/2024)

Most Frequent Denial Reasons (As of 12/14/2024)

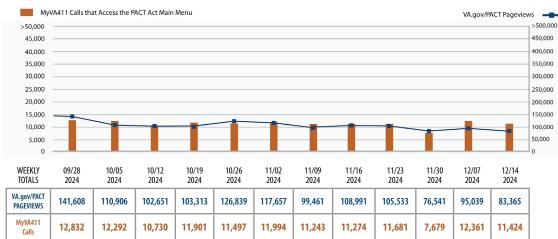
Top 5 N	lost Frequent Con	ditions on PACT A	ct Related Claims	(As of 12/14/2024)
Condition	Number of Claims	Number of Issues	Percent Granted	Percent Deniec
Hypertensive	466 691	474 707	660/	2404

Vascular Disease	466,681	474,797	66%	34%
Allergic Rhinitis	328,226	333,198	78 %	22%
Maxillary Sinusitis	161,871	163,187	51%	49 %
Bronchial Asthma	153,754	156,675	46 %	54%
Chronic Bronchitis	89,836	92,315	22%	78%



Web and Phone Experience

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



The PACT Act webpage has received to date:



1,198,796



Total Clicks on Call to Action to File a **Disability Claim Online** (08/10/2022-12/15/2024)



DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD

1,700,389 359,376 297,480 383,718 Total MyVA411 Calls that Access Calls that Access Calls that Access Option 3 to Learn Calls that Access Option 1 to Learn Option 2 to Learn 1-800-MyVA411 1-800-698-2411 More about PACT More about PACT More about the the PACT Act Main Act and Health Care **ACT Benefits** PACT Act Overall Menu (Press 8) (10/20/2022-12/15/2024) (10/20/2022-12/15/2024) (10/20/2022-12/15/2024) (10/20/2022-12/15/2024) MAIN MENU **OPTION 1 OPTION 2 OPTION 3**

STEWARDSHIP

Issue 44—December 20, 2024



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)

TEF data was not reported for the period ending October 31, 2024. Publishing of stewardship data will resume in the January 2025 issue of the dashboard and cover the period ending November 30, 2024.

VA Call Centers

GEOGRAPHICAL ANALYSIS

Issue 44—December 20, 2024



Starting with Issue 20 (November 10, 2023), State-by-State data and Congressional District data will be available in the Excel spreadsheet at https://department.va.gov/pactdata/ (this link has been updated from previous issues). This data will be updated on a monthly basis.

EXPLANATION OF TERMS

Issue 44—December 20, 2024

Metric/Term	Definition
Cumulative Total: PACT Act Related Claims Submitted	This statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition received since August 10, 2022.
VHA Trust	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.
Approval Rate for PACT Act Related Claims since 08/10/22 (percentage)	Percentage of PACT act disability claims where at least one condition was granted (regardless of whether or not the condition was filed under PACT).
Average Days for PACT Act Claims Completion	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.
PACT Act Related Rating Claims Completed = 125 days</td <td>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.</td>	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.
Total PACT Act Claims Approved	This metric identifies the number of completed PACT disability claims where at least one issue was granted.
PACT Act Planning Population	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.
New Enrollees in the PACT Act Planning Population	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 PA 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 whethe 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—meaning those who are enrolling from populations VA assesses as becoming eligible due to the PACT Act.
Total New VHA Enrollees	This statistic identifies the total new VHA enrollments (newly registered healthcare beneficiaries) for the periods of August 2022-End of Current Month 202 and August 2021-End of month 2022, for comparative analysis purposes.
Increase in New Enrollees in VHA	This number identifies the change between 2023 and 2022 VHA enrollees during the same time period.
Upcoming Outreach Calendar	This calendar identifies key activities or outreach events occurring in the coming weeks.

Metric/Term	Definition
Total Toxic Exposure Screenings	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 Wa related exposures, Agent Orange Radiation, Camp Lejeune contaminated water exposure and/or Other Exposures.
oxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure	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.
oxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure	This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified exactly one exposure to toxic substances. Please note the difference from the metric above – the metric above includes Veterans who identified <u>at least one</u> (includes both those who identifie one exposure and also those who identified more than one exposure); this metric only includes Veterans who identify <u>exactly one</u> exposure.
oxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure	This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified more than one exposure to toxic substances. Please note the difference from the metric above—the metric above includes Veterans who identify <u>exactly one</u> potential concern; this metric incluc Veterans who identify <u>more than one</u> potential concern.
riority Groups	When Veterans apply for VA health care, they are assigned to 1 of 8 priority groups that impact how soon they are enrolled in for health care benefits and how much they might have to pay (if anything) toward the cost of care. To learn more about the factors that impact assignment, please visit https://www.ecfr.gov/current/title-38/chapter-l/part-17/subject-group-ECFRf01c7718f2a7e24/section-17.36.
ew Enrollees enrolled with a PACT Act Authority	This metric measures the number of new enrollees who were specifically enrolled with an authority provided by the PACT Act (P.L 117-168). This includes 1-year Special Eligibility, 10-Year Special Eligibility, Agent Orange Exposure, and Radiation Exposure. For more on information on eligibility for enrollment, please visit www.va.gov/pact. VA utilizes a number of authorities to enroll Veterans, both authorities granted in the PACT Act and pre-existing authorities. VA applies the authority that will result in the Veteran being placed into the highest priority group possible.
riority Group Change Increase–VHA Enrollees NEW	Change Avenues:
	PG4-8 to PG1-3: Enrollees in priority group 4, 5, 6, 7A, 7C, 8A, 8C, 8B, or 8D that moved to priority group 1, 2, 3.
	Within PG 1-3: Enrollees in priority group 1, 2, 3 that moved to priority group 1, 2.
	PG7-8 to PG6: Enrollees in priority group 7 or 8 that moved to priority group 6. When enrolling in VA health care, Veterans are assigned to one of eight priority groups. A Veteran's priority group can affect how much (if anything) they
riority Group Eligibility Criteria	have to pay toward the cost of their care. Group 1: Service-connected disability rated as 50% or more disabling, or have service-connected disability that makes one unable to work, or received th
	Medal of Honor.
	Group 2: Service-connected disability rated as 30% or 40% disabiling.
	Group 3: Former prisoner of war, or received the Purple Heart medal, or were discharged for a disability that was caused by—or got worse because of—c active-duty service, or service-connected disability rated as 10% or 20% disabiling, or awarded special eligibility classification under Title 38, U.S.C § 1151 "benefits for individuals disabled by treatment or vocational rehabilitation".
	Group 4: Are receiving VA aid and attendance or housebound benefits, or received a VA determination of being catastrophically disabled.
	Group 5: Do not have a service-connected disability, or have a non-compensable service-connected disability rated as 0% disabling, and have an annual income level below our adjusted income limits (based on resident ZIP code), or receiving VA pension benefits, or eligible for Medicaid programs.
	Group 6: Have a compensable service-connected disability rated as 0% disabling, or exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki, or participated in Project 112/SHAD, or served in the Republic of Vietnam between 1/9/1962 and 5/7/1975, or served in Persian Gulf War between 9/2/1990 and 11/11/1998, or served on active duty at Camp Lejeune 30+ days between 8/1/1953 and 12/31/1987. VA may also assign a Veteran to priority group 6 if they meet all of the requirements listed below. Veterans are: Currently or newly enrolled in VA health care, and served in a theater of combat operations after 11/11/1998, or were dischard dischard the the formet and the served in a theater of combat operations after 11/11/1998, or were dischard dischard the test of the served in a theater of combat operations after 11/11/1998, or were dischard dischard the test of the served in a theater of combat operations after 11/11/1998, or were dischard dischard the test of the served in a theater of combat operations after 11/11/1998, or were dischard dischard the served in the
	from active duty on or after 1/28/2003, and were discharged less than 5 years ago. Group 7: Gross household income is below the geographically adjusted income limits (GMT) for where one lives and agrees to pay copays.
	Group 9: Group household income is below the geographically adjusted income limits for where one lives, and agree to pay copays. Elig for VA health care benefits will depend on subpriority group.
/eekly Total: PACT Act Related Claims Submitted	This metric identifies the total number of VBA benefit claims with at least one PACT Act-related claimed issue received each week.
/eekly Total: PACT Act Related Claims Completed	This metric identifies the number of VBA benefit claims with at least one PACT Act-related condition completed each week.
umulative Total: PACT Act Related Claims Submitted	This statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition received since August 10, 2022.
umulative Total: PACT Act Related Claims Completed	This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022.
eekly Total: Non-PACT Act Related Claims Submitted	This number identifies the total VBA benefits claims received each week not related to PACT Act.
/eekly Total: Non-PACT Act Related Claims Completed	This number identifies the total VBA benefits claims completed each week not related to PACT Act.
verage Days for PACT Act Claims Completion ACT Act Related Rating Claims Pending = 125 days</td <td>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</td>	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
ACT Act Related Rating Claims Completed = 125 days</td <td>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.</td>	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.
verage Days Pending for Non-PACT Act Related Claims	This statistic identifies the average number of days it takes VBA to process a Non-PACT Act related benefits claim.
lon-PACT Act Related Claims Pending = 125 days</td <td>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.</td>	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.
on-PACT Act Related Claims Completed = 125 days</td <td>This statistic identifies the number of non-PACT VBA benefit claims that have been completed in 125 days or less.</td>	This statistic identifies the number of non-PACT VBA benefit claims that have been completed in 125 days or less.
umulative Total of Non-PACT Related Claims Submitted	This statistic identifies the cumulative total of VBA benefits claims received since August 10, 2022, which are not related to the PACT Act.
umulative Total of Non-PACT Related Claims Completed	This statistic identifies the cumulative total of VBA benefits claims completed since August 10, 2022, which are not related to the PACT Act.
otal Veterans/Survivors with Completed PACT Act Claims	This metric identifies the unique number of Veterans and Survivors who have filed a PACT Act benefit claim which VBA processed to completion.
otal Veterans with Completed PACT Act Claims otal Survivors with Completed PACT Act Claims	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.
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Metric/Term	Definition
Electronic PACT Act Claims Submitted by Power of Attorney (percentage)	Total number of PACT disability claims submitted electronically by a Power of Attorney out of the total number of PACT disability claims submitted electronically.
Electronic PACT Act Claims Submitted by Veterans (percentage)	Total number of PACT disability claims submitted electronically by a Veteran out of the total number of PACT disability claims submitted electronically.

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 Total Pending PACT Act Related Claims with Partial Decisions Total Pending Non-PACT Act Related Claims with Partial Decisions

	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.
tage) number of PAC	Total number of PACT disability claims submitted through mail where the Veteran is represented by a Power of Attorney out of the total T 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.
	This metric identifies the number of currently pending PACT related disability benefit claims where a partial decision was rendered on the claim.
	This metric identifies the number of currently pending non-PACT related disability benefit claims where a partial decision was rendered on the claim.

letric/Term	Definition
p 5 Most Frequent Conditions on PACT Act Related Claims	Top 5 most frequent conditions on PACT Act related 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.
	To learn more about these health issues, please visit the Veteran's Health Library, <u>https://www.veteranshealthlibrary.va.gov/</u> and the Veteran's Healt Encyclopedia, <u>https://www.veteranshealthlibrary.va.gov/Encyclopedia/Encyclopedia.pg?page=2&pagesize=25&letter=A</u> .
ost Frequent Denial Reasons	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.
tal Pending PACT Act Claims	This statistic identifies the current number of pending VBA benefit claims with one or more PACT Act-related conditions.
I Pending Non-PACT Act Claims	This statistic identifies the current number of pending VBA benefit claims without any PACT Act-related conditions.
gov/PACT Page Views	This metric identifies the number of page views for the va.gov/PACT website.
al Clicks on Call to Action to File a Disability Claim Online	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.
al Clicks on Call to Action to Enroll in Health Care	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.

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

Definition

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.

Stewardship

Full-Time Equivalent Employee (FTE)

Reminder: Stewardship information will be included in every other issue of this dashboard publication (or when updated data is available). Definition **Metric/Term**

> 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)(as per 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. Colloquially, "onboards" refers to newly hired employees who have started work with VA (their hiring is complete). 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.

Metric/Term Total MyVA411 Calls that Access the PACT Act Main Menu (Press 8)

Term Employee Onboarded

Permanent Employee

Account

Funds Allocated Obligations