

PACT Act Scripts – With Spanish Translations

#	Script Title	English Script	Spanish Script (Validated)	Notes
1	PACT Main menu	For information related to PACT Act Eligibility, press 1. VA Benefits, press 2. For General Information, press 3. Press star to return to the previous menu. Press pound to hear the current options again.		
2	Eligibility	This message provides up to date information related to PACT Act Eligibility. Please also visit www.va.gov/PACT for more information. To hear How Veterans can apply for VA health care, press 1. To hear What are the new health care eligibility criteria? Press 2. For information on What is a toxic exposure screening? Press 3. Press Star to return to the previous menu. Press pound to hear the current options again.		
3	Transfer Message	We understand you would like to speak to an agent. Please hold as we transfer your call to our VA Eligibility center.		
4	Eligibility How can Veterans apply for VA health care?	You can Apply online at www.va.gov Bring a completed, signed VA Form 10-10EZ to the nearest VA Medical Center or clinic Or you may press 0 to apply now.		
5	Eligibility What are the new health care eligibility criteria?	The law expands health care eligibility to several groups of Veterans who may not have been eligible before and requires VA to phase in hospital care, medical services, and nursing home care for any illness to three new categories of Veterans. We encourage all Veterans to apply for VA healthcare, no matter your separation date. Your eligibility for VA health care depends on your service history and other factors. For more information, please visit https://www.va.gov/PACT		
6	Eligibility What is a toxic exposure screening?	Beginning in November 2022, Veterans will be asked questions about potential exposure to an open burn pit or other hazards and symptoms commonly associated with military environmental exposure. These questions will help VA health care providers individualize health care services to improve health outcomes and patient experience.		
7	VA Benefits Menu	This message provides up to date information related to PACT VA Benefits. Please also visit www.va.gov/PACT for more information. To hear information on what is a presumption of service connection? press 1. To hear about What conditions will be added to the list of service-connected illnesses and when will they be in effect for Veterans to file		

		claims? press 2. For information on how you Can apply now? press 3. For information regarding What evidence must Veterans submit when filing a claim? press 4. For information on If a Veteran was previously denied a claim for any of these new conditions, what can they do?Press 5. For information on if family members or dependents of a deceased veteran receive any benefits because of the PACT Act? Press 6. Press Star to return to the previous menu. Press pound to hear the current options again.		
8	Transfer Message	We understand you would like to speak to an agent. Please hold as we transfer your call to our VA Benefits center.		
9	VA Benefit - what is a presumption of service connection?	VA assumes certain diseases or illnesses can be related to a Veteran's military service. Veterans and their survivors may be eligible for benefits and health care services for these conditions.		
10	VA Benefits – What conditions will be added to the list of service-connected illnesses and when will they be in effect for Veterans to file claims?	Veterans and survivors can file claims for all conditions outlined in the PACT Act immediately. For a complete list of conditions please visit the PACT Act webpage located at For more information, please visit https://www.va.gov/PACT		
11	VA Benefits – Can I apply now?	VA is considering the presumptive conditions established in the PACT Act to be applicable on the date the bill becomes law. We encourage all Veterans who believe they may be entitled to benefits to apply now. If you meet eligibility requirements you may submit a new claim for consideration using VA Form 21-526EZ, Application for Disability Compensation and Related Compensation Benefits.		
12	VA Benefits - What evidence must Veterans submit when filing a claim?	Veterans should submit any supportive evidence along with their claims. The PACT Act states that in processing claims for compensation related to toxic exposure, VA may consider any Veteran record in an exposure tracking record system. If no record exists, VA may consider the totality of circumstances.		
13	VA Benefits - If a Veteran was previously denied a claim for any of these	VA will contact Veterans when a presumption of service connection is established or changed. However, Veterans previously denied a toxic-exposure related claim are encouraged to		

	new conditions, what can they do?	file a supplemental claim. Once a supplemental claim is received, VA will review the claim under the new policies.		
14	VA Benefits – Will family members or dependents of a deceased veteran receive any benefits because of the PACT Act?	Family members or dependents of a deceased Veteran may qualify for various VA benefits due to the additional disabilities defined in the PACT Act if they meet eligibility requirements. For more information on benefits. Surviving family members may submit VA Form 21P-534EZ, Application for DIC, Survivors Pension, and Accrued Benefits, or VA Form 21P-535.		
15	General PACT Act Information Menu	This message provides up to date information related to PACT Act General Information. Please also visit www.va.gov/PACT for more information. For information on What is the PACT Act? Press 1. For information on What are the PACT Act's key components? Press 2. For information on What does toxic exposure mean? Press 3. For Information on When does the law go into effect? Press 4. For information on how you can apply? Press 5. Press Star to return to the previous menu. Press pound to hear the current options again.		
16	Transfer Message	We understand you would like to speak to an agent. Please hold as we transfer your call to our VA Tier 1 center.		
17	General PACT Act - What is the PACT Act?	The PACT Act is a new law that expands VA health care and benefits for Veterans exposed to burn pits and other toxic substances.		
18	General PACT Act - What are the PACT Act's key components?	The Act expands and extends eligibility for VA health care and other benefits, such as service-connected disability compensation for Veterans with toxic-exposures and Veterans of the Vietnam era, Gulf War era, and Post-9/11 era.		
19	General PACT Act - What does toxic exposure mean?	There are several types of possible exposures or hazards Veterans may have experienced during their military service, including Air pollutants, Chemicals, Radiation, Warfare Agents, and Occupational Hazards. For a complete list of conditions please visit the PACT Act webpage located at https://www.va.gov/PACT		
20	General PACT Act - When does the law go into effect?	Although the law went into effect when the President signed it, elements of the law become applicable at different dates in the future. www.VA.gov/PACT provides details about the future dates or press 0 to speak with a Customer Service Representative. All Veterans and		

		survivors who believe they may be entitled to benefits are encouraged to apply today.		
21	General PACT Act – How can I Apply?	You can learn more about how to apply for healthcare or other benefits online at www.VA.gov For more information, please visit https://www.va.gov/PACT		
22	Spanish Option	Para español, oprima numero dos.		
23	No Entry	Please make a selection		
24	Invalid Entry	Your entry is invalid		
25	Transfer Call	We did not receive a valid response. Your call is being transferred to the next available agent.		
26	PACT Main menu – REPEAT MENU	For information related to PACT Act Eligibility, press 1. VA Benefits, press 2. And for General Information, press 3. Press star to return to the previous menu. Press pound to hear the current options again. To speak with one of our customer service representatives, press zero."		
27	VA Benefits Menu – REPEAT MENU	This message provides up to date information related to PACT VA Benefits. Please also visit www.va.gov/PACT for more information. To hear information on what is a presumption of service connection? press 1. To hear about What conditions will be added to the list of service-connected illnesses and when will they be in effect for Veterans to file claims? press 2. For information on how you Can apply now? press 3. For information regarding What evidence must Veterans submit when filing a claim? press 4. For information on If a Veteran was previously denied a claim for any of these new conditions, what can they do? Press 5. For information on if family members or dependents of a deceased veteran receive any benefits because of the PACT Act? Press 6. Press star to return to the previous menu. Press pound to hear the current options again. To speak to an agent, please press 0.		
28	General PACT Act Information Menu – REPEAT MENU	This message provides up to date information related to PACT Act General Information. Please also visit www.va.gov/PACT for more information. For information on What is the PACT Act? Press 1. For information on What are the PACT Act's key components? Press 2. For information on What does toxic exposure mean? Press 3. For Information on When does the law go into effect? Press 4. For information on how you can apply? Press 5. Press Star to return to the previous		

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