

What will I be Asked on a Contact Tracing Call?

We want you to feel safe answering a contact tracing call and to know what questions to expect. If you were in close contact with someone with COVID-19, a contact tracer will reach out to you by phone. They will tell you they are from a local or tribal public health authority. The call will not be an automated recording. You will speak with a real person.

A contact tracer **will** ask you:

- ✓ If you need an interpreter in a language other than English
- ✓ For your name, date of birth and where you live
- ✓ If you have any symptoms of COVID-19
- ✓ If you need a place to stay
- ✓ If you need food or have other needs to help you stay at home
- ✓ If they can contact you daily to monitor your symptoms and needs
- ✓ For your race, ethnicity, language and disability information.



A contact tracer **will never** ask for your:

- ✗ Social Security number
- ✗ Bank account or credit card number
- ✗ Immigration status.

The caller **will not**:

- ✗ Say you need to pay for this service or
- ✗ Make a threat to put you or your family in jail if you don't speak to the contact tracer.

If you suspect fraud, hang up the phone.

Do not answer any other calls that come from that number.

Report the activity and learn tips to avoid fraud by visiting the Federal Trade Commission online at www.consumer.ftc.gov.

You can also learn about emerging scams and report the incident to the Oregon Department of Justice online at www.OregonConsumer.gov.



**Oregon, let's
answer the call.**

For individuals with disabilities or individuals who speak a language other than English, OHA can provide documents in alternate formats such as other languages, large print, braille or a format you prefer. Contact Mavel Morales at 1-844-882-7889, 711 TTY or OHA.ADAModifications@dhsoha.state.or.us.

OHA 2359D (06/10/2020)

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