

# 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.



## 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](http://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](http://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](mailto:OHA.ADAModifications@dhsoha.state.or.us).

OHA 2359D (05/28/2020)

**Oregon**  
**Health**  
Authority