



SCAM ALERT

OCTOBER 2020

Contact Tracing Scams — **TAKE THE CALL!**

Scammers Use Contact Tracing to Scam Victims

Scammers may contact you by phone, text, or email posing as COVID-19 contact tracers working for the Arkansas Department of Health. They may send a text message with a link asking you to click on the link to be contacted about a positive test; they may also ask for payment or your Social Security number, Medicare number or other personal information to steal your identity. Don't be fooled!

What You Should Know:

The Arkansas Department of Health is using contact tracing to help stop the spread of COVID-19 by identifying people who have tested positive or may have been in contact with someone who has tested positive for COVID-19. **TAKE THE CALL!** It is important to talk with contact tracers and give them the information they need. **HOWEVER**, if you are contacted, there are things you need to know to verify they are legitimate:

TIPS:

- DO NOT give bank account information or any other form of payment over the phone to pay scam artists posing as contact tracers—CONTACT TRACING DOES NOT COST YOU MONEY.
- DO NOT GIVE your SS# OR MEDICARE # to anyone who contacts you.

LEGITIMATE Contact Tracers WILL NOT:

- Send a text with a link to click on. DO NOT click on links in emails or text messages.
- Give you the name of the infected person with whom you have supposedly been in contact.

LEGITIMATE Contact Tracers WILL:

- ◆ Ask your address and date of birth
- ◆ Ask where you have been
- ◆ Ask who you have been in contact with during the days of exposure (at least 15 min or more)
- ◆ Ask you to quarantine

How to Respond:

Healthy skepticism is helpful! If a potential contact tracer calls stating they are from the health department, take their name then hang up and call the Arkansas Department of Health yourself at (800) 803-7847 to verify the name; or ADH.CoronaVirus@arkansas.gov. Share this information to prevent others from becoming victims of the scam.



REPORT all scams to the Arkansas SMP — 866-726-2916