



# SCAM ALERT

SEPTEMBER 2020

Contact Tracing Scams

## 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 to help stop the spread of the virus. They may send a text message with a link asking you to click on the link to be contacted about a positive test; however, the link may give the scamster access to your personal information. 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! Legitimate contact tracers will not ask for money or other personally identifiable information.

## 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. 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 #
- Contact Tracers WILL NOT send a text with a link to click on. DO NOT click on links in emails or text messages.
- Contact Tracers WILL NOT give you the name of the infected person with whom you have supposedly been in contact.

### 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 verify the authenticity by contacting the Arkansas Department of Health yourself at (800) 803-7847 or [ADH.CoronaVirus@arkansas.gov](mailto: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**