



Oregon

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Date: June 17, 2020

TO: All Nursing Facilities
All Assisted Living Facilities
All Residential Care Facilities

FROM: DHS Safety Oversight and Quality Unit

SUBJECT: Contact Tracing SCAM ALERT

The Oregon Department of Justice and Attorney General Ellen Rosenblum are warning Oregonians about a COVID-19 Contact Tracing Scam.

Contact tracing is an important part of limiting exposure to COVID-19. Contact tracing is the process of identifying people who have come in contact with someone who has tested positive for COVID-19.

Contact tracers usually work for the local public health authority or the state's public health division; and in some parts of Oregon they may work for a community-based organization. These individuals will work with an infected person to obtain the names and phone numbers for everyone the infected person has come in close contact with while they may have been infectious. Contact tracers work with these identified contacts, to let them know about the exposure and what steps to take to keep themselves and the public safe.

If a person has been identified as someone who has been in contact with an individual who has tested positive for COVID-19, they will get a phone call or a letter - not a text message - from a legitimate contact tracer. The contact tracer will talk to the person about their exposure and what steps to take to keep themselves and the public safe, including self-isolation and daily monitoring of their symptoms. The contact tracer will also ask them how they would like to receive follow up information - by phone, email or text. They will only receive emails or texts from a legitimate contact tracer if the person has selected one of those contact methods.

Regardless of the method chosen, legitimate contact tracers may ask for the person's date of birth, but they will **NEVER** ask you for additional personal information, like a Social Security number, bank account, or credit card number. Anyone who does is an imposter and is trying to scam unsuspecting consumers.

Unfortunately, there are people in our communities who are pretending to be contact tracers but are in fact scammers trying to take advantage of this process to steal personal information. These imposters are sending emails and text messages with links to fraudulent websites. Clicking on the link may download software onto a device, giving scammers access to an array of your personal and financial information.

If you have received an email or a text message that you think might be from a scammer posing as a contract tracer, do not click on any links. You are able to file a complaint online at www.oregonconsumer.gov or call 1-877-877-9392 and ask that a complaint form be mailed to you.

For more information on how to stay safe from these kinds of scams ("phishing" scams) check out our Do Not Click campaign online at [https://www.doj.state.or.us/wp-content/uploads/2020/01/DOJ-Do Not Click-Flyer.pdf](https://www.doj.state.or.us/wp-content/uploads/2020/01/DOJ-Do_Not_Click-Flyer.pdf), and for more information on COVID-19 scams, visit www.oregonconsumer.gov/COVID-19.

For more information on contact tracing, and if you have any doubt about the legitimacy of someone who contacts you, visit www.healthoregon.org/contacttracing.

Please stay safe and healthy. And please cooperate with legitimate contact tracers to help keep yourself and others safe.

If you have any questions, please contact your licensing team: CBC.team@dhsosha.state.or.us or NF.licensing@dhsosha.state.or.us

For general information about the DHS Office of Safety, Oversight and Quality, visit the DHS Web site at www.oregon.gov/DHS/.