COVID-19 Contact Tracing: Be Informed - Avoid Scams

What is Contact Tracing? The process of contacting people who have tested positive for the virus, asking questions about who the person has been in contact with and where they have been, then contacting those individuals to alert them of possible contact. Contact tracing is done by the health department and helps to:

- stop or slow the spread of the virus,
- let others know about possible exposure,
- share information about testing and treatment, and
- understand more about the virus and what can be done about it.

Who will contact me?
- A representative from Arlington County Public Health Division (ACPHD).

What will they ask?
- For a list of people you were with and places you have been within 48 hours of symptoms beginning.

What won't they ask?
- For your Social Security number, financial or bank account information, passwords, or other personal information unrelated to COVID-19.
- For photographs or videos of any kind.
- For money.

What will they do with the information?
- ACPHD will only disclose the general area where contact occurred such as at a store, at work, or through a personal contact.
- ACPHD will not identify who tested positive because of privacy laws.

How to Avoid Contact Tracing Scams
- If you are suspicious, write down the caller's information, hang up, and call the ACPHD COVID-19 hotline at 703-228-7999. Ask the operator to transfer you to a member of the Contact Tracing Team.
- ACPHD does not require any payment or fees related to contact tracing!

Note: ACPHD will be persistent in attempting to contact you as they work to protect the health of all Arlington residents. You can expect multiple calls until you are reached.

Useful Links:
- www.arlingtonva.us/covid-19
- https://health.arlingtonva.us/contact-tracing-faq-covid-19/
- www.ftc.gov/coronavirus

Adapted from the Virginia Office of the Attorney General and Virginia Department of Health.