



# News Release

**FOR IMMEDIATE RELEASE**

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Department of Public Health

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## **Alert: Beware of Scam Contact Tracing Calls**

FAYETTEVILLE – The Cumberland County Department of Public Health is aware some residents have received calls and voice messages from individuals claiming to be with the Health Department. The caller says it is about an “urgent health matter.”

Residents should beware of contact tracing scams seeking personal and financial information. Legitimate contact tracers with the COVID-19 Community Team will never ask for anyone’s Social Security Number, bank or credit card numbers, or any other financial information at any time. If you are asked for this information, please hang up and call the Cumberland County Health Department at 910-433-3600 to report the incident Monday through Friday, 8 a.m. to 5 p.m.

Contact tracing is an important tool to combat the spread of COVID-19. Legitimate contact tracers with the COVID-19 Community Team will call, text or email individuals who have been in close contact with a positive coronavirus case.

If the COVID-19 Community Team reaches out with a phone call, either NC OUTREACH or the local health department number will appear on their phone.

Any text messages from the COVID-19 Community Team will come from the number 45394.

Emails will come from the email address [NC-ARIAS-NoReply@dhhs.nc.gov](mailto:NC-ARIAS-NoReply@dhhs.nc.gov).

Any information shared with the COVID-19 Community Team is a private health record and is strictly confidential. Contact tracers will also never reveal the identity of the person who tested positive. They will also be able to provide current local testing locations.

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