**Supplement 4. Reasons for not completing case investigation or contact tracing interview**

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| **Self-reported reason**a | **Percent of cases who did not complete interview**b**(95% CL)** | **Percent of contacts who did not complete interview**c**(95% CL)** |
| Did not recognize the phone number | 32.9(27.6–38.2) | 17.0(11.5–22.4) |
| Missed the call | 29.6(24.4–34.7) | 15.6(11.0–20.1) |
| Did not trust interviewer | 22.8(18.1–27.5) | 9.1(5.2–12.9) |
| Too sick | 22.0(17.3–26.6) | 3.5(0.8–6.3) |
| Too busy | 18.7(14.4–23.1) | 13.1(8.6–17.7) |
| Did not think COVID-19 was a serious concern | 18.1(13.9–22.3) | 13.8(9.4–18.2) |
| Did not have COVID-19 symptoms | 13.8(10.1–17.4) | 41.0(34.9–47.2) |

a. Participants were able to select multiple reasons (column totals may exceed 100%)

b. Projected number of COVID-19 cases = 6,286,787 (95% CL: 971,528–6,602,046)

c. Projected number of COVID-19 contacts = 71,913,199 (95% CL: 70,856,235–72,970,163)

95% CL = 95% confidence limits