

# SSA Idaho Regional Work Incentive Liaison (WIL) Contacts

FOR ALL **BPQY** REQUESTS, SSA REQUIRES ONE (1) COMPLETED and SIGNED **#3288**  
 SSA Required Letter, The Benefits Planner Fax Cover Sheet Must Contain the  
 Vendor & Planner Contact Information

Fax Cover Sheet Should **“Attention”** the Fax to The Appropriate SSA Staff Listed

The Subject Line Should Show Request is for Benefits Planning for an IDVR Customer

**SSA has 30 days to get the BPQY back to you. If you don't have it on day 25th, call or email (cc Sharon) your WIL. Do not  
 refax the ROI unless SSA asks for it.**

**If you don't have the BPQY by 30 days you need to contact Sharon Pilkinton**

SSA Field Office & WIL Email	City	Name Of Contacts	Fax Number
<b>Customer Center North –            Coeur d' Alene</b> <a href="mailto:Bill.Tincup@ssa.gov">Bill.Tincup@ssa.gov</a>	CDA	<b>Bill Tincup, (WIL)</b> <i>Operations Supervisor</i>	<b>P:866-931-9036 x16630</b> <b>F:833-950-2308</b>
<b>Customer Center North –            Lewiston</b> <a href="mailto:Jessica.Higheagle@ssa.gov">Jessica.Higheagle@ssa.gov</a>	Lewiston	<b>Jessica Higheagle</b> <i>Claims Technical Expert</i>	<b>P:877-405-9804 x27427</b> <b>F:833-395-3398</b>
<b>Customer Center West –            Boise</b> <a href="mailto:Elsa.Chavez@ssa.gov">Elsa.Chavez@ssa.gov</a> <a href="mailto:Rebecca.Childress@ssa.gov">Rebecca.Childress@ssa.gov</a>	Boise	<b>Elsa Chavez—(WIL)</b> <i>Claims Specialist A-L</i> <b>Rebecca Childress</b> <i>Claims Specialist M-Z</i>	<b>P:855-380-0143 x24825</b> <b>F:833-912-2549</b>
<b>Customer Center West –            Twin Falls</b> <a href="mailto:Lacy.Hill@ssa.gov">Lacy.Hill@ssa.gov</a>	Twin Falls	<b>Lacy Hill—(WIL)</b> <i>Claims Specialist</i>	<b>P:866-931-7944 x17016</b> <b>F:833-950-2304</b>
<b>Customer Center East –            Pocatello</b> <a href="mailto:Ricardo.Lopez@ssa.gov">Ricardo.Lopez@ssa.gov</a>	Pocatello	<b>Ricardo Lopez—(WIL)</b> <i>Operations Supervisor</i>	<b>P:866-613-2740 x12618</b> <b>F:833-912-2551</b>
<b>Customer Center East –            Idaho Falls</b> <a href="mailto:Scott.Bailey@ssa.gov">Scott.Bailey@ssa.gov</a>	Idaho Falls	<b>Scott Bailey—(WIL)</b> <i>Operations Supervisor</i>	<b>P:866-354-2822 x25935</b> <b>F:833-950-2306</b>
<b>Customer Center Central –            Caldwell</b> <a href="mailto:Cheriee.Kelly@ssa.gov">Cheriee.Kelly@ssa.gov</a>	Caldwell	<b>Cheriee Kelley— (WIL)</b> <i>Claims Specialist</i>	<b>P:877-873-9113 x21614</b> <b>F:833-950-2310</b>