

SSA Idaho Regional Work Incentive Liaison (WIL) Contacts

For **ALL** BPQY requests, SSA requires one (1) completed and signed [SSA-3288](#) form.

What to include in the request: The SSA required form and a Benefits Planner fax coversheet (cover sheet must contain the Vendor & Planner contact information). The Fax coversheet should “**Attention**” the fax to the appropriate SSA WIL listed below.

The subject line should show that the request is for a Benefits Planning service for an IDVR Participant.

SSA has 30 days to send the BPQY back to you. If you do not receive the BPQY on day 25, call or email your specified WIL and cc the IDVR Benefits Planning Point of Contact, [Desiree Brown](#).

Do not re-fax the ROI unless SSA asks for the documentation.

If you don't receive the BPQY by day 30, contact the IDVR Benefits Planning Point of Contact, [Desiree Brown](#).

SSA Service Location	WIL Name and Email	WIL Phone and Fax Number
Customer Center North – Coeur d’Alene	Bill Tincup , (WIL) - Operations Supervisor Bill.Tincup@ssa.gov	Phone: 866-931-9036 x16630 Fax: 833-950-2308
Customer Center North – Lewiston	Jessica Higheagle - Claims Technical Expert Jessica.Higheagle@ssa.gov	Phone: 877-405-9804 x27427 Fax: 833-395-3398
Customer Center West – Boise	Elsa Chavez , (WIL) - Claims Specialist A-L Elsa.Chavez@ssa.gov Rebecca Childress - Claims Specialist M-Z Rebecca.Childress@ssa.gov	Phone: 855-380-0143 x24825 Fax: 833-912-2549
Customer Center West – Twin Falls	Ryan Babcock , (WIL) - Claims Specialist Ryan.Babcock@ssa.gov	Phone: 866-931-4944 x17016 Fax: 833-950-2304
Customer Center East – Pocatello	Joyce Bybee , (WIL) - Operations Supervisor Joyce.Bybee@ssa.gov	Phone: 866-613-2740 x12648 Fax: 833-912-2551
Customer Center East – Idaho Falls	Scott Bailey , (WIL) - Operations Supervisor Scott.Bailey@ssa.gov	Phone: 866-354-2822 x25935 Fax: 833-950-2306
Customer Center Central – Caldwell	Cheriee Kelley , (WIL) - Claims Specialist Cheriee.Kelly@ssa.gov	Phone: 877-873-9113 x21614 Fax: 833-950-2310