

WELCOME TO HEADWAY'S HELP CENTER

How can we help you today?

Common searches : [teletherapy](#), [copay](#), [taxes](#), [finding a therapist](#)

Promoted articles

Provider responsibility guidelines

Our goal at Headway is to make billing easier for behavioral health providers and their clients....

Onboarding with Headway

Headway Academy has courses designed to help you get started and be successful on Head...

Knowledge base

General



For Providers





For Clients

Account Information

- Getting started on Headway
- BlueCard
- Explanation of benefits (EOB) and Summary of Benefits & Coverage (SBC)
- Coordination of benefits

Therapy Sessions

- Communicating with your provider
- First phone consultation with provider
- First appointment with provider
- Using your Employee Assistance Program (EAP) sessions on Headway
- Finding a provider
- Scheduling a session

Fees & Payment

- How we estimate session costs, and why session costs may change
- FSAs, HSAs, and HRAs
- Client fees and responsibility
- Payment method
- Unexpected fees and charges

Customer support



Get in touch

Send a request via our contact form



Chat with Headway's virtual assistant

Log in to get quick responses to commonly asked questions



Emergency resources

Free and confidential support 24/7