HIPAA Eligible Products and Services

Runtime Tools
- Studio*
- Functions (API and UI)
- Debugger
- API Explorer
- Assets / Private Assets*
- TwiML Bin*
- Sync

Programmable Video
- Small Group Rooms and Group Rooms
  - Datatrack*
  - Recordings
  - Recording Compositions
  - Media Storage
- Network Traversal Service

Programmable Voice and SIP
- Twilio Phone Numbers
- Programmable Voice Basics
  - Call Recordings and Storage*
  - Call Transcription*
  - Speech Recognition
  - Text to Speech (Basic and Amazon Polly)
  - Answering Machine Detection
- Programmable Voice Basics
  - Dual-channel Recording
  - Media Streams*
  - Voice Insights
- Programmable Voice Basics
  - Virtual Agent (with Google Dialogflow)
  - Global Low Latency (US1 and US2 only)
- Programmable Voice Basics
  - VoIP and SIP
  - Twilio Client (Mobile and Web-based VoIP)
  - Secure Trunking*
  - SIP Interface*
  - SIP Registration

Programmable SMS
- Programmable SMS Basics
- Programmable MMS
- Twilio Phone Numbers
  - Long Codes
  - Toll-free
  - Short Codes
- Programmable SMS Basics
  - Messaging Services
  - Advanced Opt-out
  - Fallback to Long Code
  - Geomatch / Area Code
  - Sticky Sender

* Please refer to Architecting for HIPAA on Twilio to learn more about how to use these features in a HIPAA compliant manner.
Programmable Chat
(End of Life on 7/25/2022)
• All Chat SDKs
• Media support
• Chat Transcripts
• Message Consumption Horizon and Read Status

Twilio Conversations
• Channels
  • Chat
  • SMS
  • MMS
  • Group Texting
• Smart content handling
• Media support
• Character encoding
• Opt-out management

Identity Services
• Verify
  • SMS
  • Voice
  • Push
• Lookup

Data Services
• Event Streams

Other Applications
• Twilio for Salesforce

Twilio Flex
• Channels
  • Voice
  • SMS
  • Chat
  • Conversations
• Flex UI - all versions
• Proxy
• TaskRouter
• Flex Insights*

* Please refer to Architecting for HIPAA on Twilio to learn more about how to use these features in a HIPAA compliant manner.

Change log
7/13/2022   Added Twilio Flex
3/31/2022   Added Voice Channel to Twilio Frontline
12/17/2021  Added Twilio Frontline and Twilio for Salesforce
9/30/2021   Added MMS; Notice of intent to sunset Programmable Chat
7/9/2021    Added Event Streams
5/28/2021   Added Verify Push as HIPAA Eligible Product
4/8/2021    Added Virtual Agent (with Google Dialogflow)
10/23/2020  Added Verify and Lookup
8/21/2020   Added Sync, Programmable Chat, and Twilio Conversations
5/13/2020   Added Studio and Functions under Runtime Tool
3/20/2020   Added Programmable Voice and SIP and Programmable SMS
3/10/2020   Amendment to covered products under Programmable Video
2/27/2020   First release: Programmable Video and Select Runtime Tools

Millions of software developers use Twilio’s platform and communication APIs to help businesses build more meaningful relationships with their customers.