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
- Dual-channel Recording
- Media Streams*
- Voice Insights
- Virtual Agent (with Google Dialogflow)
- Global Low Latency (US1 and US2 only)
- 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
- Messaging Services
  - Advanced Opt-out
  - Fallback to Long Code
  - Geomatch / Area Code
  - Geomatch
  - Sticky Sender
  - Message Scheduling

* Please refer to [Architecting for HIPAA on Twilio](https://www.twilio.com/docs/healthcare/architecting-privacy) 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

**Identity Services**
- Verify
  - SMS
  - Voice
  - Push
- Lookup

**Data Services**
- Event Streams

**Other Applications**
- Twilio for Salesforce

**Twilio Frontline**
- Channels
- Chat via Conversations
- SMS
- MMS
- Voice

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

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

**Data Services**
- Event Streams

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**Identity Services**
- Verify
  - SMS
  - Voice
  - Push
- Lookup

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**Other Applications**
- Twilio for Salesforce

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

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* Please refer to [Architecting for HIPAA on Twilio](https://www.twilio.com/) to learn more about how to use these features in a HIPAA compliant manner.

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**Change log**
- 8/30/2022  Added Message Scheduling
- 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

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