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 Architecture 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
  - MMS
- Group Texting
- Smart content handling
  - Media support
  - Character encoding
  - Opt-out management

Twilio Segment
- Connections
  - Sources
- Destinations*
  - Storage Destinations*
- Functions*
- Profiles
- Engage (Foundations)*
  - Audiences
  - Journeys
  - Privacy Portal*
- Protocols
  - Tracking Plan*

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

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

Data Services
- Event Streams

Other Applications
- Twilio for Salesforce

Twilio Flex
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Twilio Segment
- Connections
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  - Journeys
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Twilio Frontline
- Channels
  - Chat via Conversations
  - SMS
  - MMS
  - Voice

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

Change log
11/13/2022    Added Twilio Segment
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

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