

HIPAA Eligible Services

Last Updated: March 17, 2025

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)
 - ConversationRelay*
- VoIP and SIP
 - Twilio Client (Mobile and Web-based VoIP)
 - Secure Trunking*
 - SIP Interface*
 - SIP Registration
- Contact center building blocks
 - Interactive Voice Response
 - Agent Conference

- Agent Coaching
- Transfers
- Outbound Conference API
- <Pay>

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
 - Link Shortening

Programmable Chat (End of Life on 7/25/2022)

- All Chat SDKs
- Media Support
- Chat Transcriptions
- Message Consumption Horizon and Read Status

Twilio Conversations

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

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

- Channels
 - Voice
 - SMS
 - Chat
 - Conversations
 - Webchat (3.x.x)*
- Flex UI – all versions
- Proxy
- TaskRouter
- Flex Insights*

Twilio Segment

- Connections
 - Sources
 - Destinations*
 - Storage Destinations*
 - Functions*
- Reverse ETL*
- Unify (formerly known as Profiles)
 - Identify Resolution
 - Profile Sync*
 - Profile Explorer*
 - Profile API*
 - Predictions*
 - Linked Events*
 - Data Graph*
- Engage (Foundations)*
 - Journeys*
 - Audiences*
 - Suggested Predictive Audiences
 - Product Based Audiences (formerly Recommended Audiences)
 - Linked Audiences
- Privacy Portal*
- Protocols
 - Tracking Plan*

* Please refer to [Architecting for HIPAA on Twilio](#) to learn more about how to use these features in a HIPAA eligible manner.

NOTE: If you are a Covered Entity or Business Associate as defined by the Health Insurance Portability and Accountability Act of 1996 (as amended, "HIPAA"), you agree to not to use the HIPAA Eligible Services for any purpose or in any manner involving Protected Health Information without first entering into a Twilio Business Associate Agreement.

Change Log

| Date | Description |
|--------------------|---|
| March 17, 2025 | Added ConversationRelay and Flex Webchat; Revised Architecting for HIPAA url |
| December 11, 2024 | Clarified Journeys and updated name of Product Based Audiences; Removed end of life notice for Programmable Video; Correct end of life date for Programmable Chat |
| October 10, 2024 | Corrected reference from Voice to Video |
| September 10, 2024 | Revised Architecting for HIPAA url |
| August 20, 2024 | Added Data Graph, Linked Events, and Linked Audiences to Twilio Segment |
| June 6, 2024 | Added Predictions, Suggested Predictive Audiences, and Recommended Audiences |
| April 19, 2024 | Added Link Shortening to Programmable SMS; Notice of intent to sunset Programmable Video; Updated Unify product name; Updated document title |
| March 31, 2023 | Added Reverse ETL and Segment Unify (formerly known as Profiles) |
| November 13, 2022 | Added Twilio Segment |
| August 30, 2022 | Added Message Scheduling |
| July 13, 2022 | Added Twilio Flex |
| March 31, 2022 | Added Voice Channel to Twilio Frontline |
| December 17, 2021 | Added Twilio Frontline and Twilio for Salesforce |
| September 30, 2021 | Added MMS; Notice of Intent to sunset Programmable Chat |
| July 19, 2021 | Added Event Streams |
| May 28, 2021 | Added Verify Push as HIPAA Eligible Product |
| April 8, 2021 | Added Virtual Agent (with Google Dialogflow) |
| October 23, 2020 | Added Verify and Lookup |
| August 21, 2020 | Added Sync, Programmable Chat, and Twilio Conversations |
| May 13, 2020 | Added Studio and Functions under Runtime Tools |
| March 20, 2020 | Added Programmable Voice and SIP and Programmable SMS |
| March 10, 2020 | Amended to Covered Products under Programmable Video |
| February 27, 2020 | First release: Programmable Video and Select Runtime Tools |