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/architecting/hipaa) to learn more about how to use these features in a HIPAA compliant manner.
Healthcare

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

Change log

3/31/2023  Added Reverse ETL and Segment Unify (formerly Profiles)
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

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*

Twilio Segment

- Connections
  - Sources
  - Destinations*
  - Storage Destinations*
  - Functions*
- Reverse ETL*
- Segment Unify (formerly known as Profiles)
  - Identity Resolution
  - Profiles Sync*
  - Profile Explorer*
  - Profile API*
- Engage (Foundations)*
  - Audiences
  - Journeys
- Privacy Portal*
- Protocols
  - Tracking Plan*

Twilio Frontline

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

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.

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

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