HIPAA Eligible Services

Last Updated: December 11, 2024

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
- 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
- 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
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