

# HIPAA Eligible Products and Services

## Runtime Tools

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- Debugger
- API Explorer
- Assets / Private Assets\*
- TwiML Bin\*
- Speech Recognition
- Text to Speech (Basic and Amazon Polly)
- Answering Machine Detection
- Dual-channel Recording
- Media Streams\*
- Voice Insights
- Global Low Latency (US1 and US2 only)

## Programmable Video

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- Small Group Rooms and Group Rooms
  - Datatrack\*
  - Recordings
  - Recording Compositions
  - Media Storage
- Network Traversal Service
- VoIP and SIP
  - 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 Voice and SIP

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- Twilio Phone Numbers\*
- Programmable Voice Basics
  - Call Recording
  - Call Transcription\*

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

# HIPAA Eligible Products and Services

## Programmable SMS

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- Programmable SMS Basics
- Twilio Phone Numbers
  - Long Codes
  - Toll-free
  - Short Codes
- Messaging Services
  - Advanced Opt-out
  - Geomatch / Area Code Geomatch
  - Sticky Sender



#### CHANGE LOG

- 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



Twilio powers the future of business communications, enabling phones, VoIP, and messaging to be embedded into web, desktop, and mobile software. We take care of the messy telecom hardware and expose a globally available cloud API that developers can interact with to build intelligent and complex communications systems.