

June 16, 2025

## Who Should Apply for the Custom Pilot Grant?

*In April 2025 the Health Plan of San Mateo (HPSM) launched four new grants for our primary care provider network. Each grant was carefully designed to tackle the unique challenges primary care practices face to improve care for our members. Over the next couple of months, we will be spotlighting each of the grants to encourage eligible organizations to apply!*

Dear provider,

**The purpose of the Custom Pilot Grant is to support primary care practices in designing pilots and programs that improve team capacity, bandwidth, and joy.**

The **Custom Pilot Grant** gives primary care practices an opportunity to be creative and tell HPSM how they can use additional funding to bolster the 3Rs - Recruitment, Retention, and Resilience for the primary care team. HPSM's grants team is happy to work with applicant organizations to reflect on problems facing their primary care teams and develop a grant proposal tailored to their organization's specific needs. Email [grants@hpsm.org](mailto:grants@hpsm.org) to start a conversation or to schedule a call.

**You can learn more and apply here:** <https://www.hpsm.org/about-us/community-impact/primary-care-investment-strategy/grants/custom-pilot-grant>

### What are some examples of potential project ideas?

- Start a commensality program to improve social connectedness and provider well-being. (Resource: <https://wellmd.stanford.edu/innovations-and-progress/commensality-groups.html>)
- Update workflows that ensure staff work at the top of their licensure and teams share the care.
- Develop procedures for proactive inbox management that distribute tasks and reduce click counts, provider pajama time and administrative burden.
- Designate an "inboxologist" and develop protocols to guide their work. (Resource: <https://edhub.ama-assn.org/steps-forward/module/2767096>)
- Pilot AI for documentation or care coordination.

**What are the terms for the Custom Pilot Grant?**

- Eligibility requirements: The applicant organization must be an HPSM-contracted primary care practice.
- Allowable expenses: Allowable expenses will vary from grant to grant. Applicant organizations must submit a budget outlining their expected costs.
- Maximum award: Awards are generally between \$50,000 and \$300,000, but there are no established minimums or maximums. Rewards will be based on the terms of the application and budget.
- Stipulations: Deliverables must include an increase in primary care team capacity, bandwidth, or joy.
- Decision period: HPSM takes 90 days to review applications and notify applicants whether their application is approved.
  - Disbursement of award will occur after this time period.
  - Organizations can apply for grants and request incentives at any time of the year.

If you have any questions about any of these grants, please contact our grants team at [grants@hpsm.org](mailto:grants@hpsm.org). All other inquiries should go to HPSM Provider Services at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you,  
The Health Plan of San Mateo