Women Eligible for Intervention at Baseline or Becoming Eligible During 4 Year Intervention Period

Randomize

Arm 1: Mailed Reminder Only
- >=18 mo. since last mammogram
  - Reminder Letter
    - Mammogram within 12 months of Reminder Letter
      - YES
        - Contacts Study Call Center: Schedules?
          - YES
            - Second Reminder Letter and Booklet Mailed
          - NO
        - NO
      - NO
    - NO
  - NO
- NO

Arm 2: Mail and Telephone Reminder
- >=18 mo. since last mammogram
  - Reminder Letter
    - Reminder Call
      - Wait 12 mo. from letter
    - Mammogram within 12 months of Reminder Letter
      - YES
        - YES
      - NO
    - NO
  - YES
  - Mammogram within 18 mo. of Last Mammogram?
    - YES
      - YES
    - NO
  - NO
  - NO

Arm 3: Mailed Reminder and Enhanced Telephone Counseling
- >=18 mo. since last mammogram
  - Reminder Letter
    - Wait 2 Weeks
  - Contacts Study Call Center: Schedules?
    - YES
      - Enhanced TCC Counseling Call
    - NO
  - Second Reminder Letter and Booklet Mailed
    - Wait 2 Weeks
  - Contacts Study Call Center: Schedules?
    - YES
      - YES
    - NO
  - NO
  - Mammogram within 18 mo. of Last Mammogram?
    - YES
    - NO