**Section 337.120 Time Frames for the Service Appeal Process**

The appeal process shall begin on the date of appeal as defined in Section 337.20 of this Part. The Department shall give the appellant an opportunity to attend a mediation within 30 calendar days from the date of appeal and shall schedule a fair hearing within 45 calendar days from the date of appeal. An emergency review shall be heard on the appropriate issues within 10 calendar days from the date of the appeal. The Department shall make and implement a final administrative decision on the appealed issue within 90 calendar days from the date of appeal, extended by any delay caused by or agreed to by the appellant.