

Carla Mckean MA LMFT, LADC, ADR

CEO and Founder/Owner - Group Practice
Adjunct Instructor ~ Family Law Mediator



Professional Skills/Experience

- Founder & CEO: Counseling Kids and Adults PLLC ~ 2013-Present
 - CEO and Managing Owner: I've grown the practice from just myself in one room to a multi-site group practice with many therapists and staff.
 - Grown to nearly 1,000,000 gross annual revenue.
 - Successfully migrated through 4 EHR platforms while coordinating EOB, RA and EFT processes with 3rd party payers.
 - Developed and implemented clinic policies & procedures
 - Integrating state, federal and 3rd party payer regulations related to HIPAA/HITECH, employment practice, facility regs, patient rights, claims processing, patient satisfaction, and multi-state tele-health practices.
 - Deep knowledge and understanding of the relationships between 3rd party payers, clearinghouses, medical coding, and medical billing resulting in max profit with little loss or waste.
 - Established and negotiate contracts with 3rd party payers.
 - Created systems and processes to complete provider credentialing, re-credentialing, required provider training and provider change.
 - Management of the practice's federal medicare, CMS, NPI/NPPES, SAM.gov, VA, and DUNS accounts for federal funding systems.
 - Created and implemented a patient satisfaction and market demographic analysis with under-treated population/problem areas.
 - Developed and implemented full patient online care and streamlined intake with tele-health technology and compliance.
 - Administration of all Microsoft 365 products for the practice, including creating a complete Teams phone system call queue, and auto attendant system from scratch.
 - Domain registration, web design, SES, Google analytics, Google business, Google ad and Facebook marketing, and Job postings.
 - Practicing mental health and addiction therapist while acting as a clinical supervisor and business administration.
 - Research and knowledge of regulations for FQHC, state and federal, private grants.
 - Experience with tax audits, income tax prep/filing, business operating agreements, BAA's, and data analysis.
 - Leading and Clinical Supervision of employees and interns.
- Mckean Mediation LLC ~ 2020-Present ~ Owner and mediator of private family-law mediation practice.
- Adjunct Instructor: Chippewa Valley Tech ~ 2021-Present Substance Use Disorder Counseling Instructor.
- Hazelden Betty Ford Foundation - Counselor ~ 2007-2016. Began in the call center in 2007 and moved into an Addiction Counselor role, after finishing college.
- Various tech positions ~ 2001-2007
- Freelance web and graphic design and novice experience in sql and autocad.

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Academic Background

- Master of Arts ~ Marriage and Family Therapy Adler Graduate School (2010-2011)
- B.S. Alcohol & Drug Counseling Metropolitan State University (2007-2009)
- Minnesota State University Mankato - GenEds & Sec. Ed/Spanish (1997-2000)
- CPR Certification 2024
- Family Law Mediation ~ 40 hour (2021)
- American Association of Marriage and Family Therapy Clinical Supervision Course ~ 30 hour. (2018)
- Hazelden Graduate School of Addiction Studies Clinical Supervision ~ 40 hours (2014)

Licenses/Certifications

- MN Licensed Marriage & Family Therapist w/supervisor status
- MN LPCC Board Approved Supervisor
- MN Licensed Alcohol and Drug Counselor w/supervisor status.
- WI Licensed Marriage & Family Therapist
- K-12 Substitute Teaching License
- Alternative Dispute Resolution ~ Family Law Mediator

Sites/Publications

- CounselingKidsAndAdults.com
- MckeanMediation.com
- USPoliticalTrauma.com
- CarlaMckean.Solutions
- Master's Literature Review, (2011) Adolescents and Stimulant Drinks: The Implications of Popular Stimulant Drinks and Nutritional Supplements on Adolescent Development

[Watch Carla on Podcast Unraveling Success](#)